

10/07/2025

Student NPS

Semester 1, 2025

Survey date: April-May 2025

Report date: July 2025



Report Overview

- **Key findings**
- **Net promoter score & study experience**
- **Reasons for NPS**
- **Improvement suggestions**
- **New students**
- **Student services**

Key findings

Student NPS result

- NPS has improved across the board, rising to 33 for returning students and 41 for new students.
- NPS has increased across all priority groups, with disabled students showing the most significant gain.
- Community Studies, followed by Trades and Services, received the highest NPS scores – consistent with last semester's results. However, as the sample sizes vary across schools, these results should be interpreted within context.
- Approximately 94% of new students feel that Unitec is a place where everyone belongs, regardless of their background or identity.

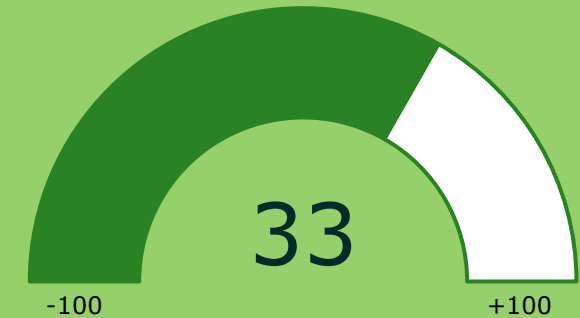
Reasons for NPS

- About 8 in 10 comments explaining NPS scores were positive.
- Nearly 500 comments mentioned supportive staff, with over 90% being positive— making it the top reason behind NPS scores.
- Learning and development, as well as atmosphere and culture were also key drivers, with over 85% positive feedback.
- There were more negative comments from detractors in areas like value for money and staff professionalism than in other areas.

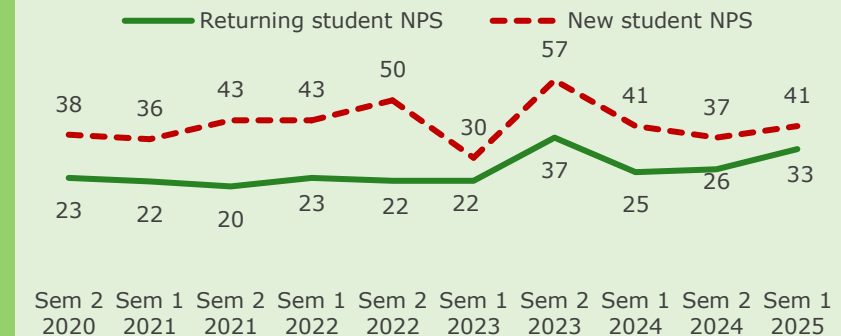
Top suggestions for improvement

1. Modern and functional facilities
2. Higher-quality courses
3. More extended and affordable parking access
4. Higher-quality teaching
5. More student activities

Returning Student NPS

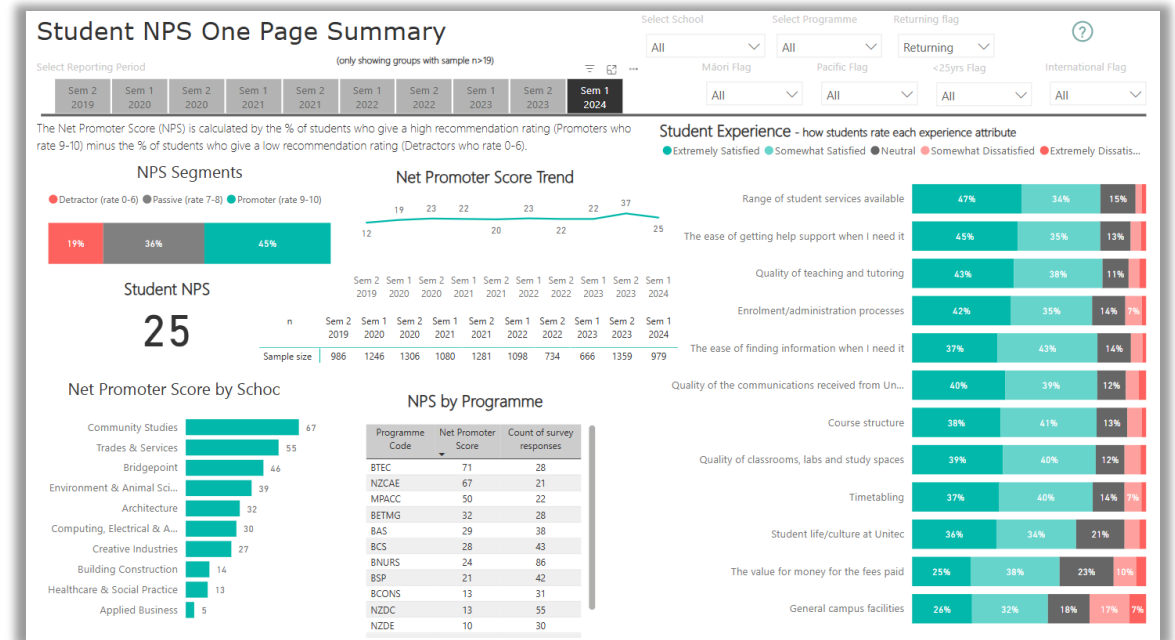


Student NPS over time



Power BI dashboard

- Student NPS results are available in a Power BI dashboard. This dashboard allows results to be filtered to a school or programme level if sample size allows.
- [Go to the dashboard.](#)
- If there are any problems getting access to the dashboard, or if there are any other questions about the content, please contact the [marketing team](#).



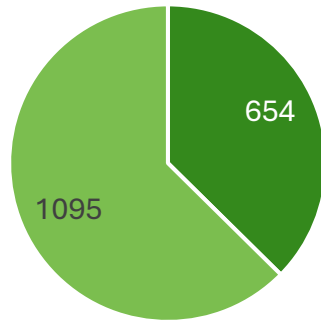
Background information to Student NPS

- The Student NPS survey is launched in approximately week 5-7 each semester to monitor Unitec student's level of recommendation, the reason for their recommendation rating and perceptions of Unitec. This survey is designed to get a student's perceptions about Unitec as a whole and not necessarily seek specific feedback about a programme, course or teacher.
- The survey this semester again had a huge over \$2,000 prize pack offered as the incentive. The survey was sent via email to students enrolled in a formal programme in semester 1, 2025. The survey opened on 7 April to n=5,795 students and closed on 7 May.
In total, **n=1,749** students responded to the survey giving a response rate of **30%**. The previous semester's response rate was 19%.
- This student NPS survey is designed to address a number of research questions:
 - What is the advocacy (NPS) of students?
 - Why are they giving this rating and how does it compare to the past, benchmarks and targets?
 - What improvement suggestions do students have?
 - What aspects of Unitec are students satisfied and dissatisfied with?
 - How does this vary for new students? And by priority group or school?
 - Are new students starting study with Unitec feeling motivated and supported?

Participants

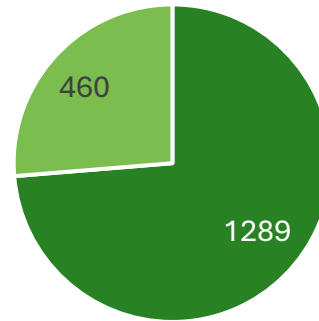
Total participants: 1,749

Enrolment Status



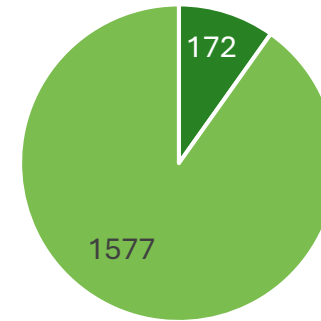
■ New ■ Returning

Residency



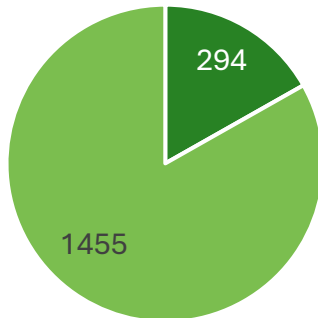
■ Domestic ■ International

Māori Descent



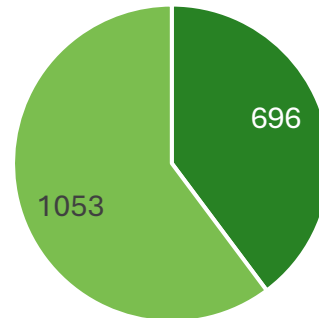
■ Māori ■ Non-Māori

Pacific Descent



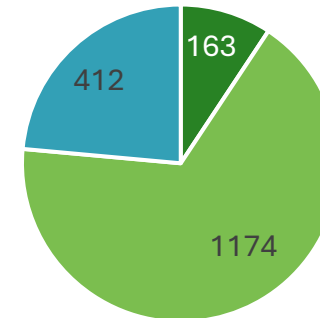
■ Pacific

Age



■ Under 25 ■ 25 and over

Disability



■ Yes ■ No ■ Unknown

Net Promoter Score & study experience



What is the Net Promoter Score (NPS) and why do we use it?

NPS® is often held up as the gold standard customer experience metric. First developed in 2003 by Bain and Company, it's now used by millions of businesses to measure and track how they're perceived by their customers. NPS scores determine segmenting between poor and positive feedback.

It measures customer perception based on one simple question:

- *How likely is it that you would recommend [Organisation X/Product Y/Service Z] to a friend or colleague?*



Detractors

(score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth



Passives

(score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.



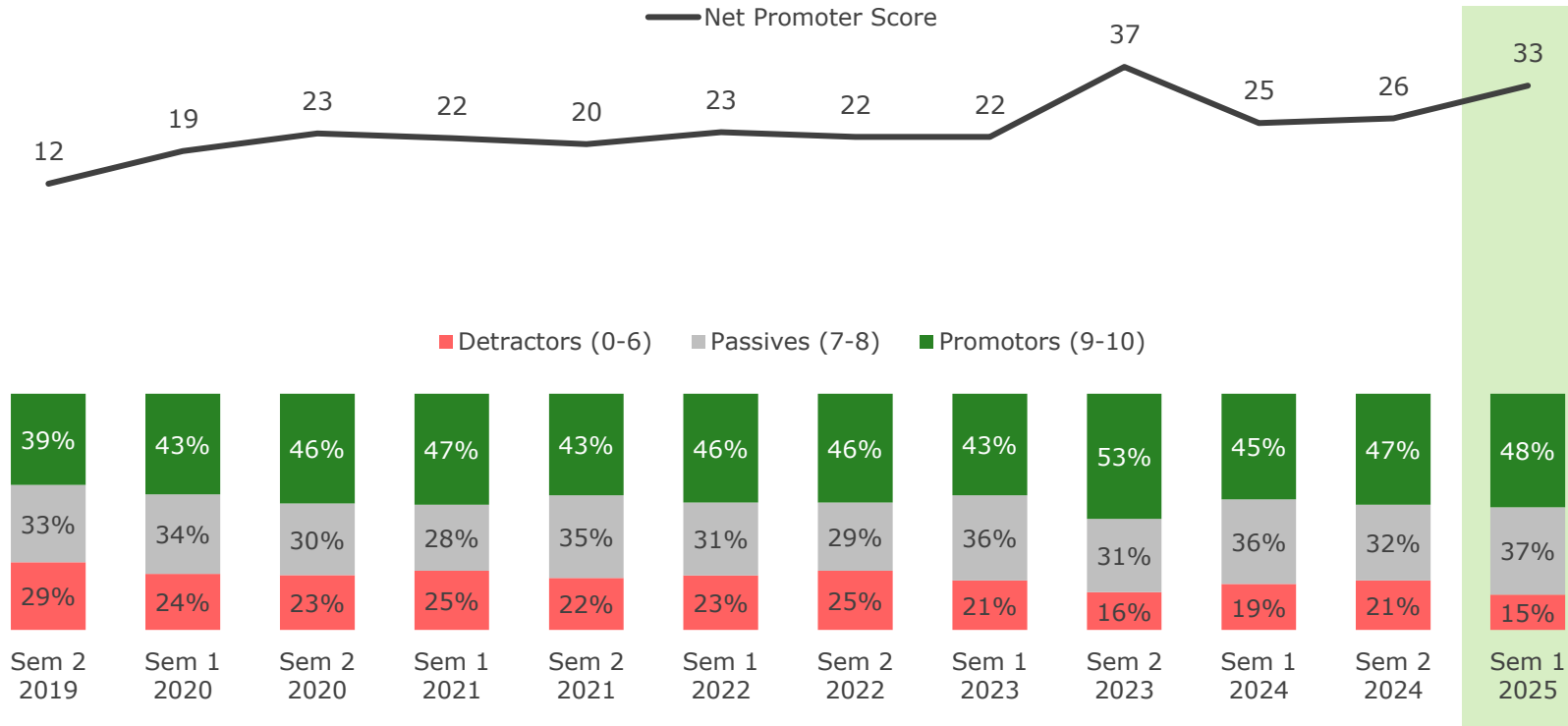
Promoters

(score 9-10) are loyal enthusiasts who will keep buying and fuel growth by referring others.

$$\text{Happy Face} \% - \text{Angry Face} \% = \text{NPS}$$

Unitec's returning NPS hits 33, second highest in six years.

Returning student NPS

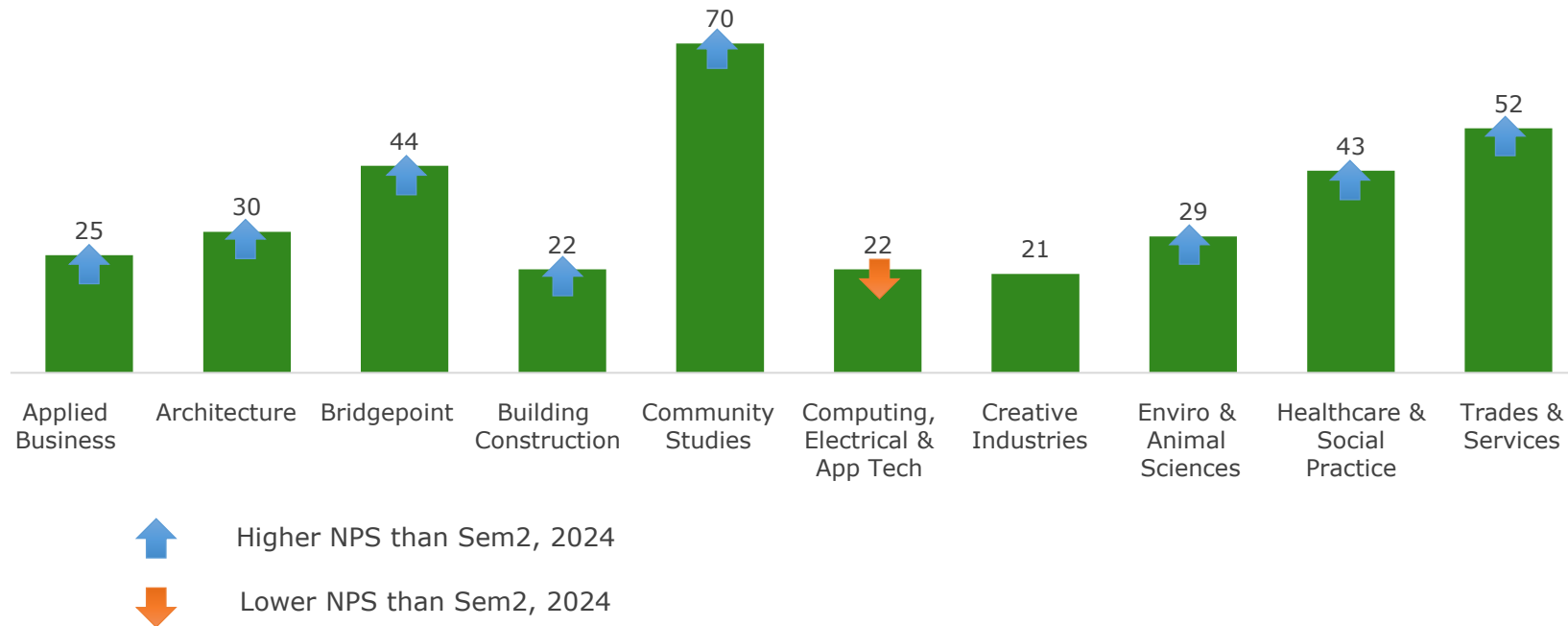


Notes:

1. Student NPS displayed here is for returning students.
2. Question text: On a scale from 0-10, how likely are you to recommend studying at Unitec to a friend, colleague or family member?
3. Sample size (student NPS by semester), n = 986 | 1246 | 1306 | 1080 | 1281 | 1098 | 734 | 666 | 1359 | 979 | 755 | 1095

NPS varies by school, Community Studies leads, followed by Trades & Services.

Returning student NPS by school (semester 1, 2025)

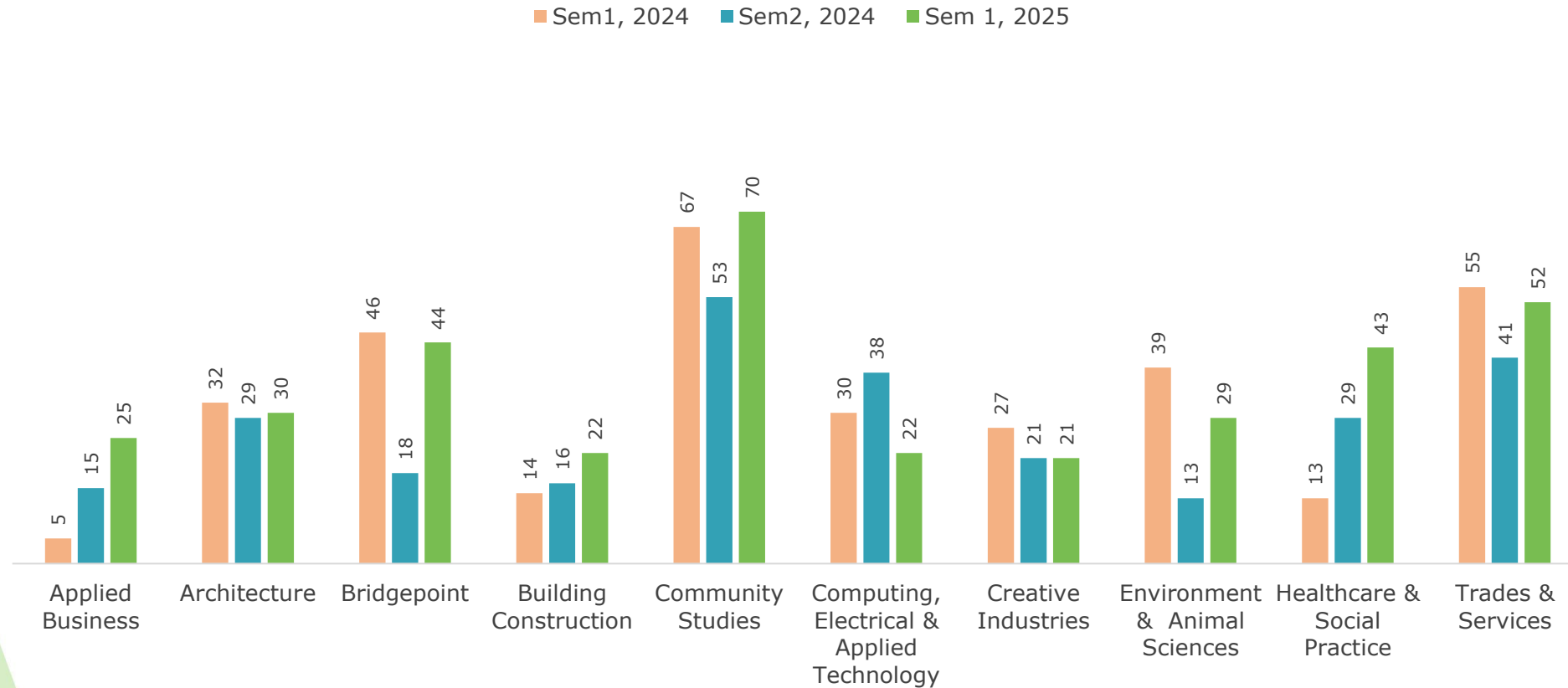


Notes:

1. Student NPS displayed here is for returning students.
2. Question text: On a scale from 0-10, how likely are you to recommend studying at Unitec to a friend, colleague or family member?
3. Sample size (semester 1, 2025 by school), n = 163 | 76 | 61 | 172 | 30 | 121 | 53 | 73 | 238 | 86

NPS by school over time

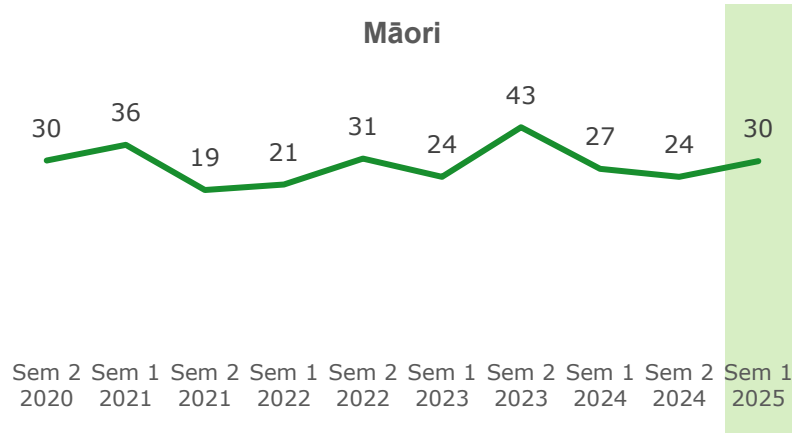
Returning student NPS by school



Notes:

1. Student NPS displayed here is for returning students.
2. Question text: On a scale from 0-10, how likely are you to recommend studying at Unitec to a friend, colleague or family member?
3. Sample size (semester 1, 2025 by school), n = 163 | 76 | 61 | 172 | 30 | 121 | 53 | 73 | 238 | 86

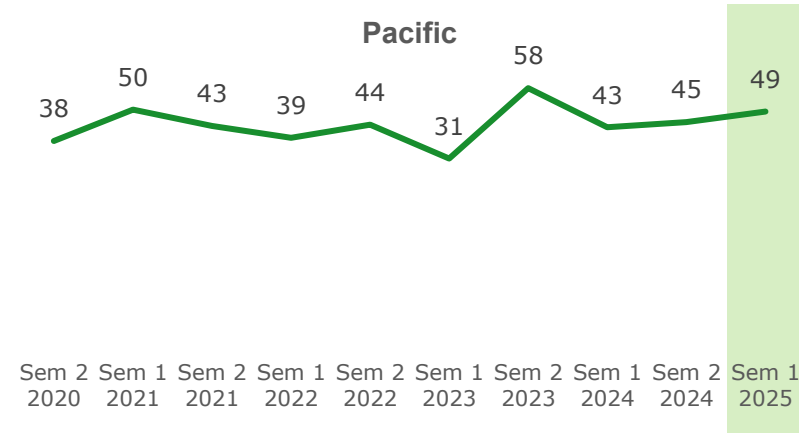
Māori and Pacific NPS improve since Semester 2, 2024.



Unitec has an environment where it is easy to learn because it is easy to talk to your mentors, kaiako, and other students.

From my first interaction with unitec they were empathetic and supportive. Everyone in my department (ece) have shown nothing but love and I really am grateful to have such an amazing support system. I was shamed to acknowledge that something is always happening in my whānau and even showing up once throughout the week is big for me and they embraced me, they told me that I can bring the baby's in if I need to. They feed us, offer multiple services regarding mental health and study support. Even period products where to get them on campus. These are the type of people that genuinely love the mahi they do, I can't say it enough how much of an impact they've already made for my 1st semester.

The staff are very supportive even through life hardships



The lecturers want you to be successful in studies and in life, some cohort have become friends and the environment and supports really help me in and outside of school.

Community Engagement and Holistic Well being. Efforts to involve students, families, and wider communities in shaping learning environments. Services that recognize and nurture students' mana, wairua, and te mauri.

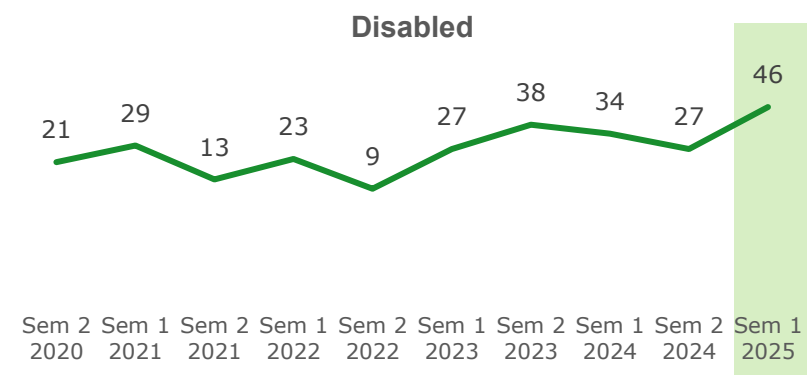
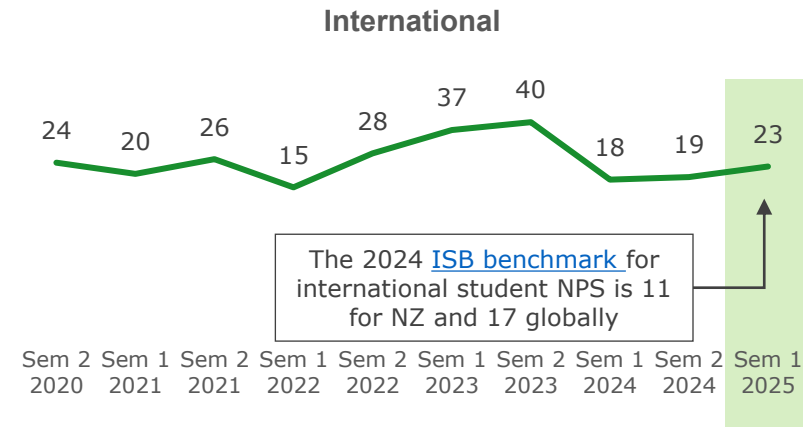
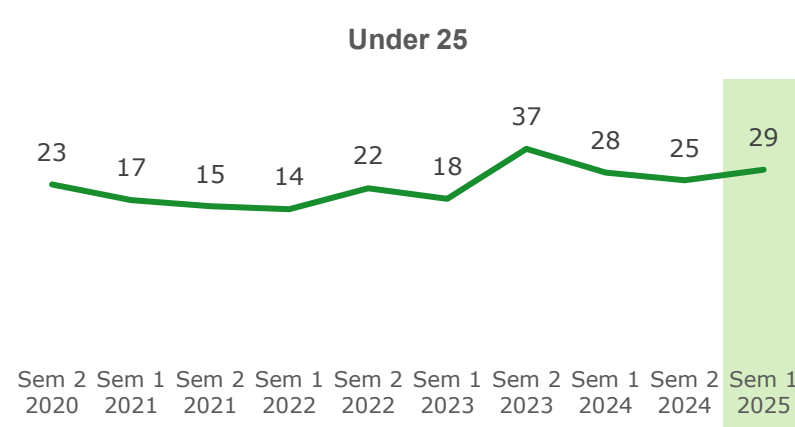
Because here at Unitec you feel like you are a part of a community and I love that it is a mixture of ages, ethnicity etc. a diverse group of people that you also have the honour in getting to know them individually and learning of their life experiences, it is a breath of fresh air.

Affordable fees, decent facilities, good teachers and support

Notes:

1. Student NPS displayed here is for returning students
2. Sample size (semester 1, 2025 by priority group), n = 112 | 197
3. A learner can belong to multiple schools or priority groups

Positive NPS growth among under 25s, disabled, and international students since Semester 2, 2024.

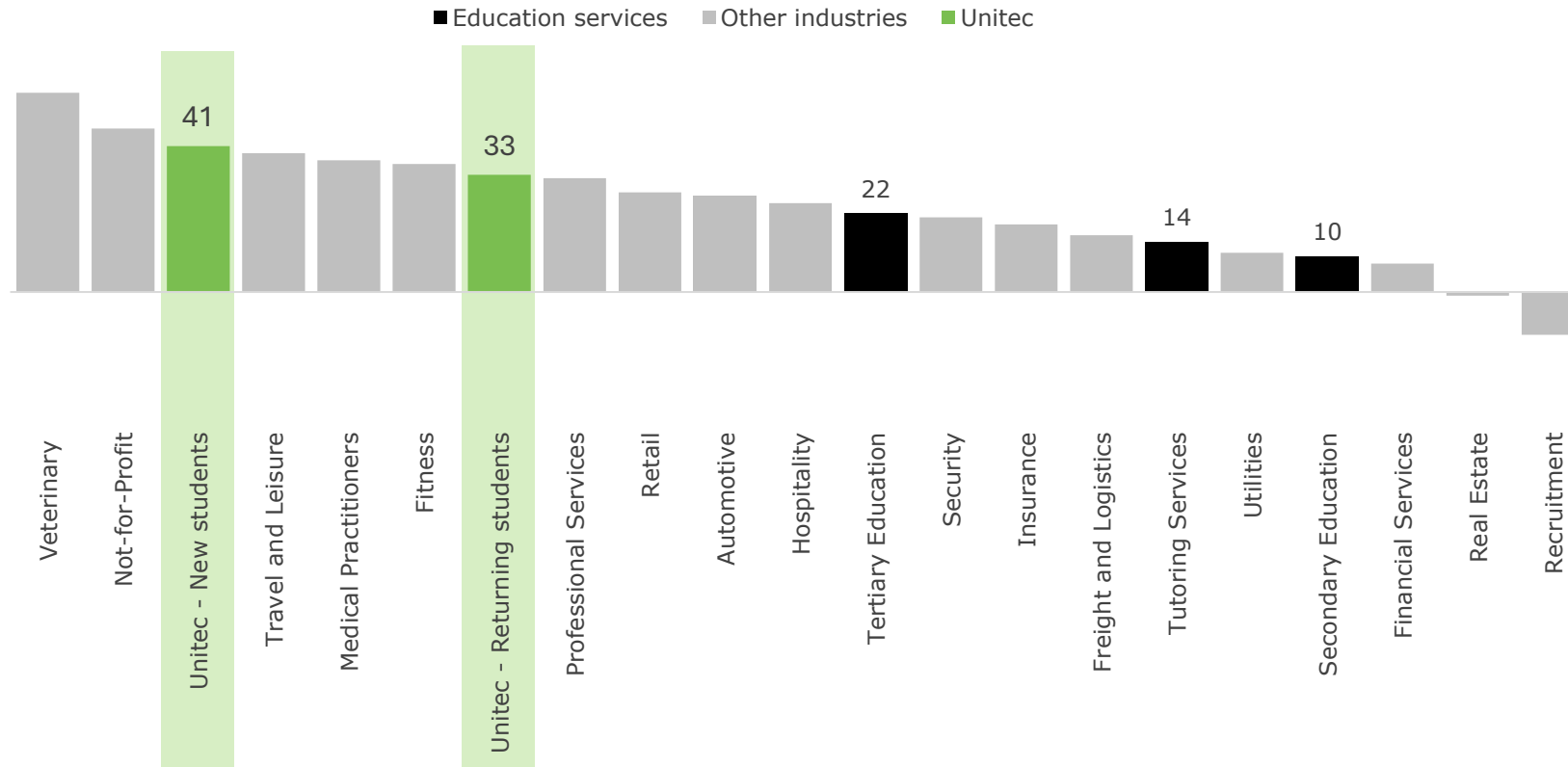


Notes:

1. Student NPS displayed here is for returning students.
2. Defining disability since semester 1, 2023, differs from previous waves as it was directly asked in the survey.
3. Sample size (semester 1, 2025 by priority group), n = 370 | 261 | 92
4. A learner can belong to multiple schools or priority groups

Unitec outperforms the tertiary education benchmark in NPS for both new and returning students.

New Zealand NPS industry benchmarks 2024



Notes:

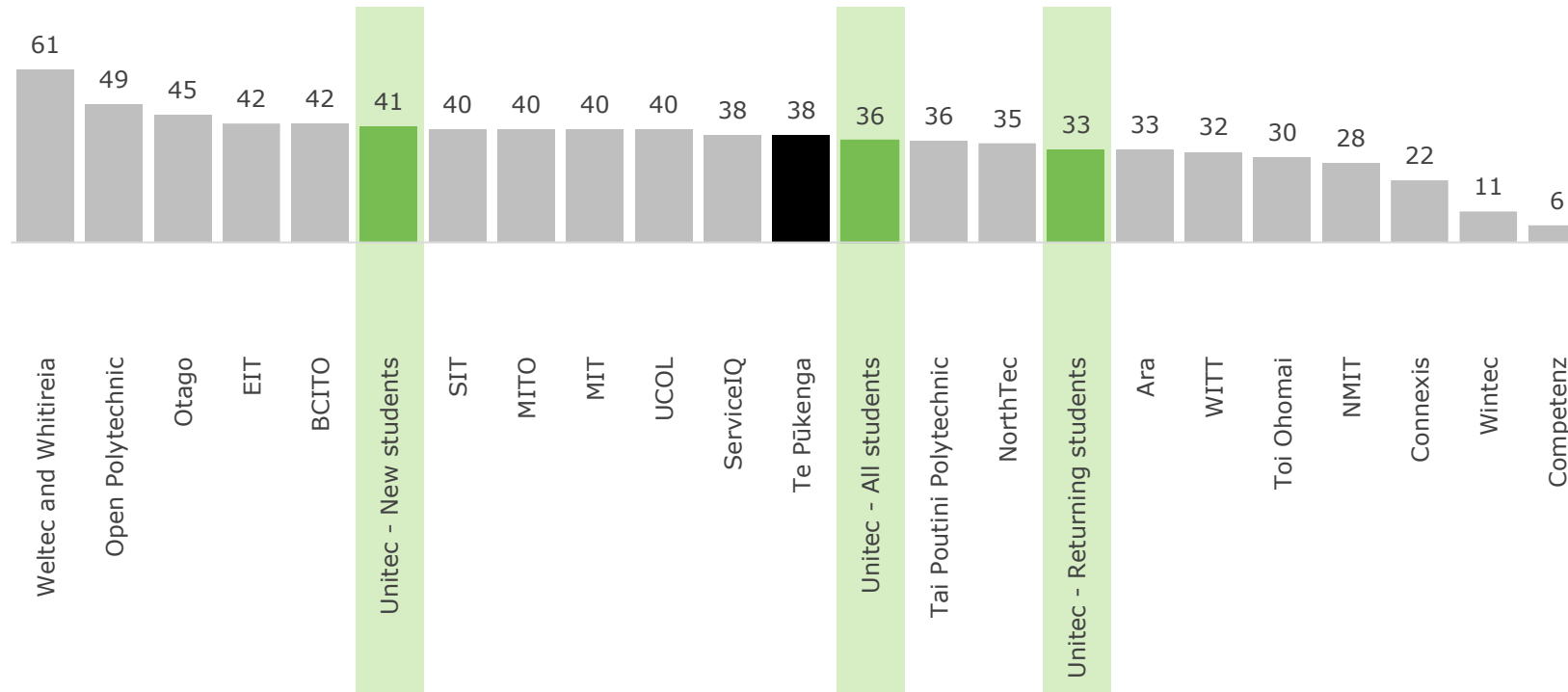
1. Source: Perceptive customer monitor, New Zealand NPS® Industry Benchmarks 2024 report

Unitec is a Business Division of Te Pūkenga – New Zealand Institute of Skills and Technology



Unitec NPS in comparison to other Te Pūkenga business divisions

Te Pūkenga Learner Engagement Survey NPS benchmarks

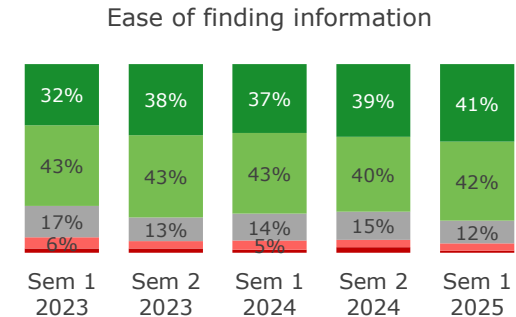
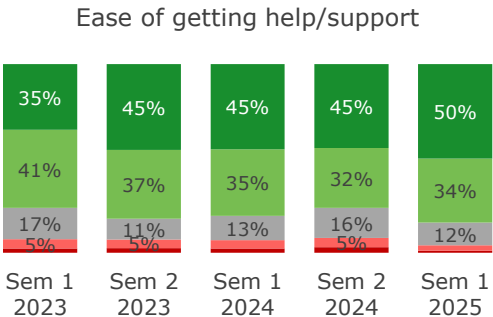
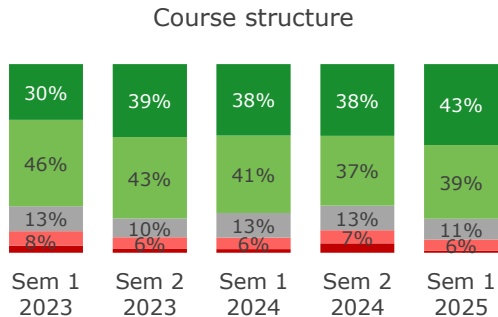
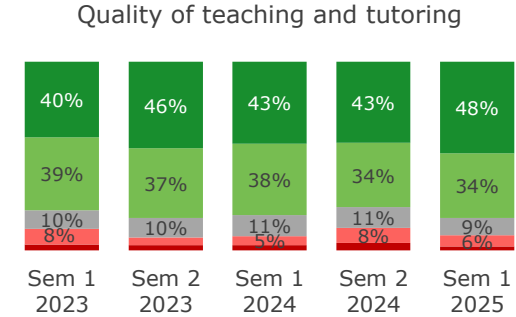
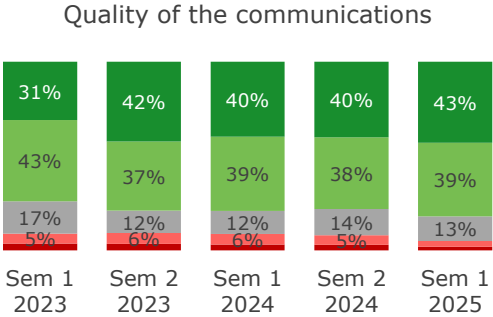
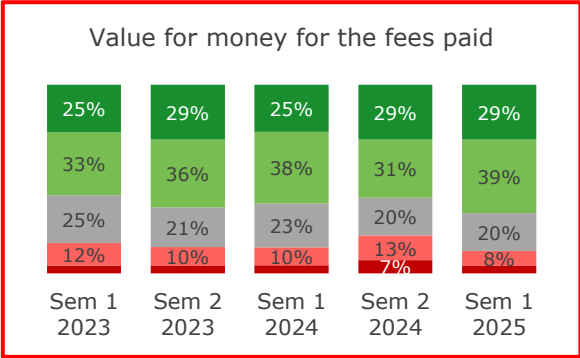


Notes:

1. Source: Te Pūkenga learner engagement survey – semester 2 2024
2. Other institutes most likely have new and returning students mixed together at an unknown ratio
3. Sample size: 602, 4137, 2138, 382, 474, 654, 1354, 457, 981, 417, 321, 19563, 1749, 62, 402, 1095, 2339, 219, 527, 587, 313, 1475, 165

High satisfaction across most areas, value for money feedback needs attention

RETURNING STUDENTS



■ Extremely dissatisfied
 ■ Somewhat dissatisfied
 ■ Neither satisfied nor dissatisfied
 ■ Somewhat satisfied
 ■ Extremely satisfied

Notes:

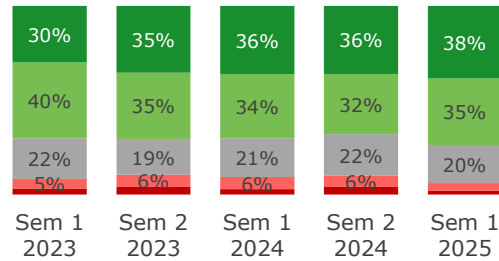
1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size (semester 1, 2025), n ≈ 935 (range: 933-941)



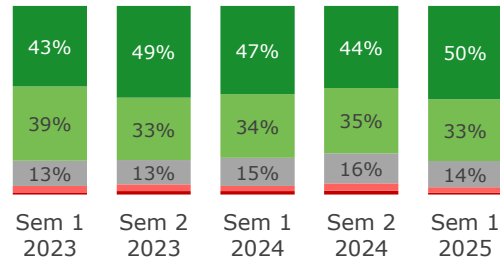
Campus facilities remain lowest rated despite gains elsewhere.

RETURNING STUDENTS

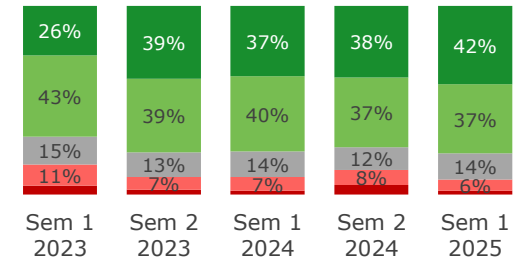
Student life/culture at Unitec



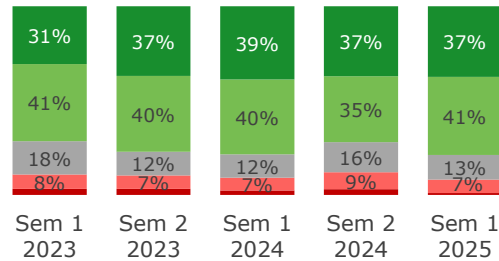
Range of student services



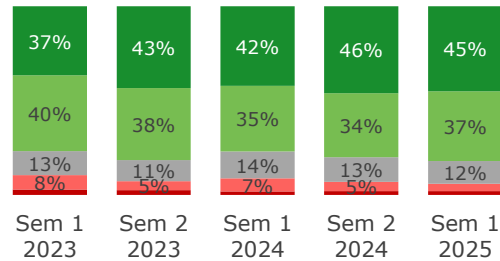
Timetabling



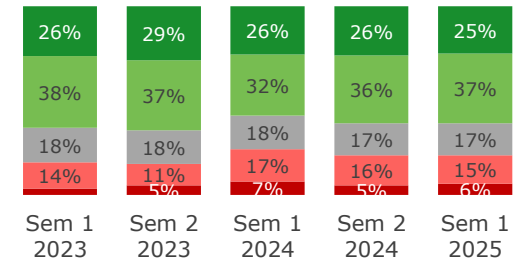
Quality of study spaces



Enrolment/administration processes



General campus facilities



■ Extremely dissatisfied ■ Somewhat dissatisfied ■ Neither satisfied nor dissatisfied ■ Somewhat satisfied ■ Extremely satisfied

Notes:

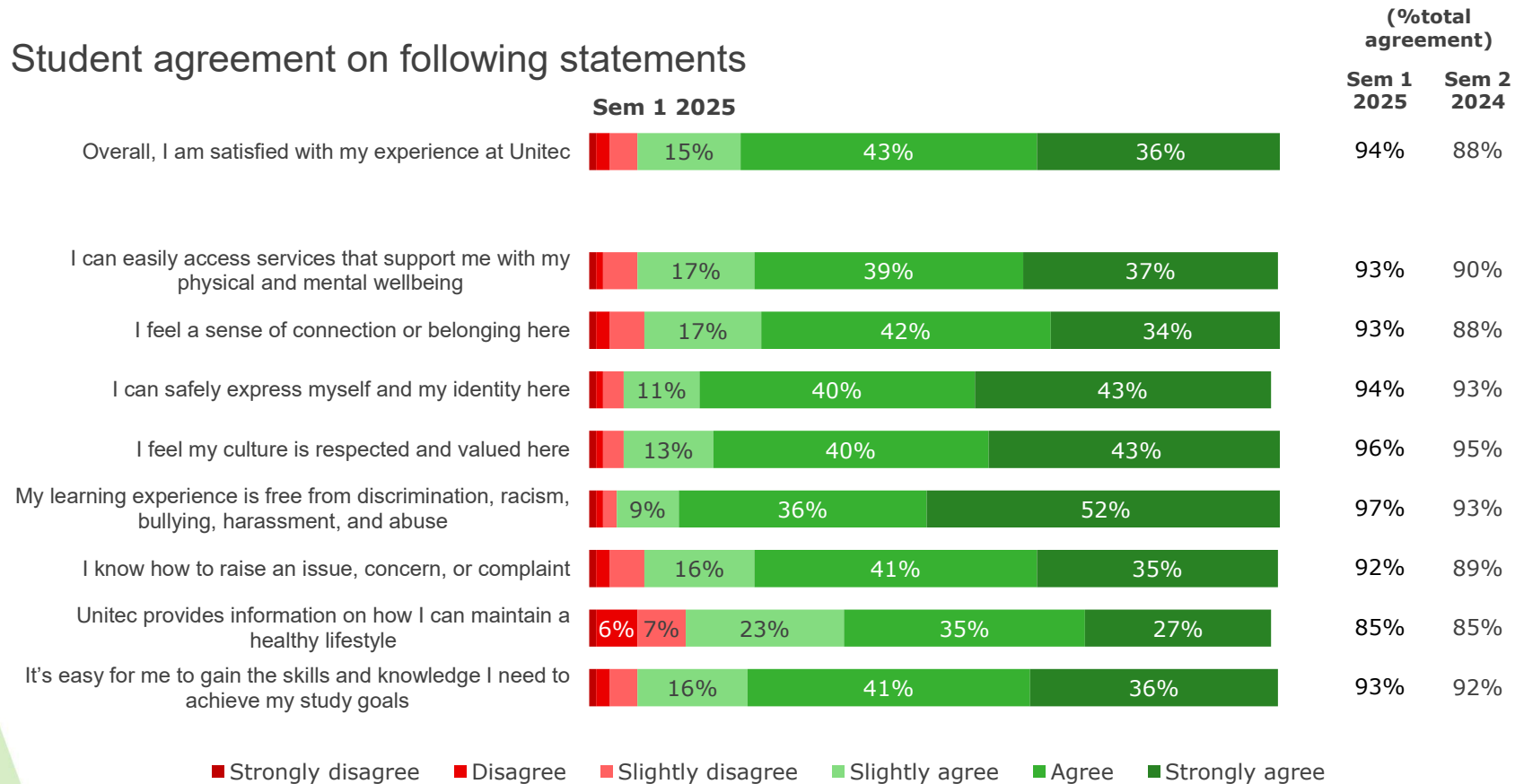
1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size (semester 1, 2025), n ≈ 938 (range: 937-940)



Strong and growing student support for following statements among returning students.

RETURNING STUDENTS

Student agreement on following statements



Notes:

1. Data labels <=5% are hidden for clarity
2. Sample size, n = 926 | 605

Summary of key findings about NPS and study experience

1

Both new and returning students recorded an increase in NPS compared to Semester 2, 2024. Returning student NPS rose from 26 to 33, while new student NPS increased from 37 to 41.

2

All priority groups showed an uplift in NPS from Semester 2, 2024, with disabled students experiencing the largest increase.

3

Satisfaction statements align with NPS results, reflecting positive scores across nearly all measures.

4

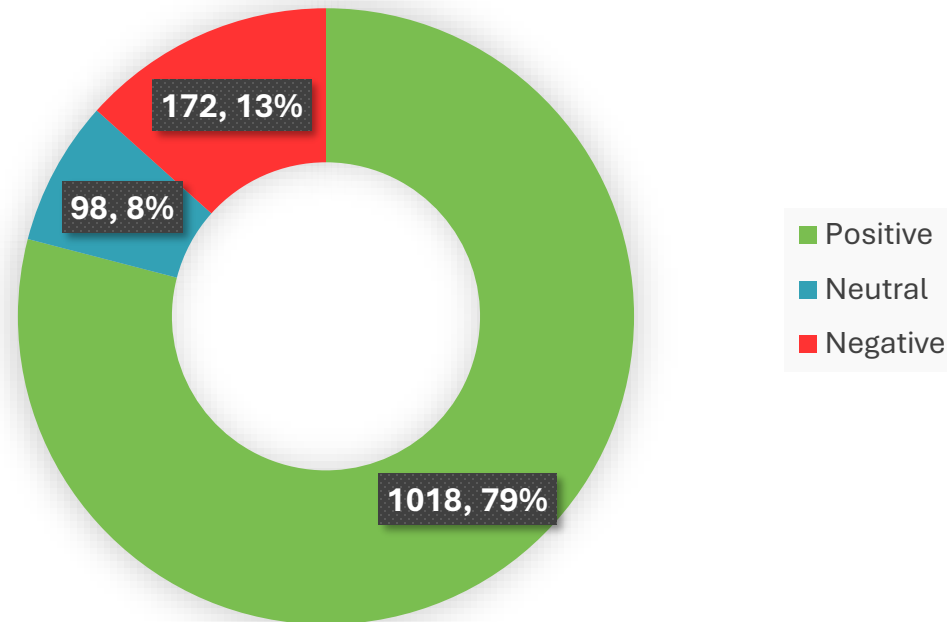
NPS for both new and returning students exceeds the tertiary education benchmark.

Reasons for NPS

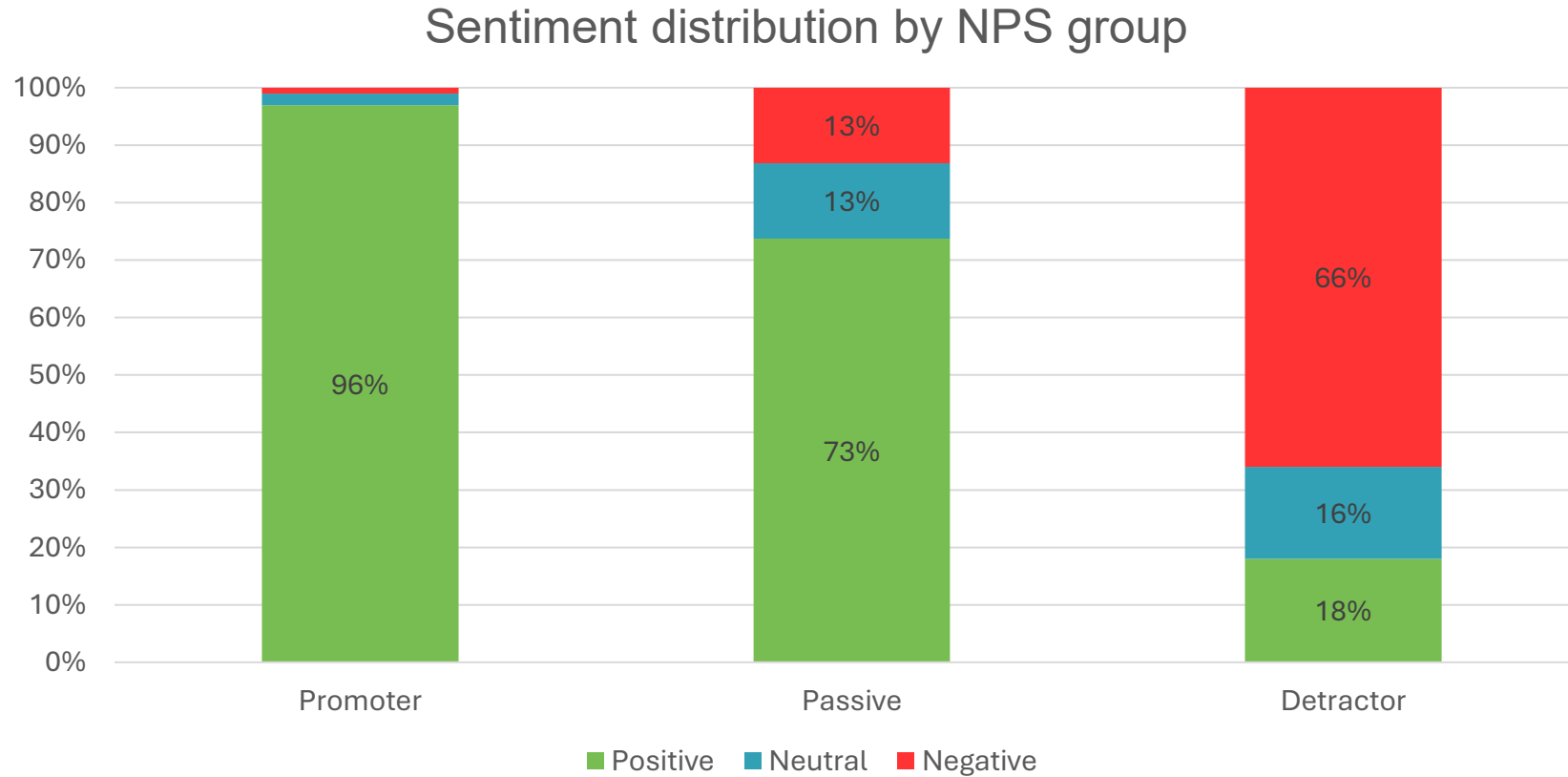


Student feedback: a strong positive sentiment

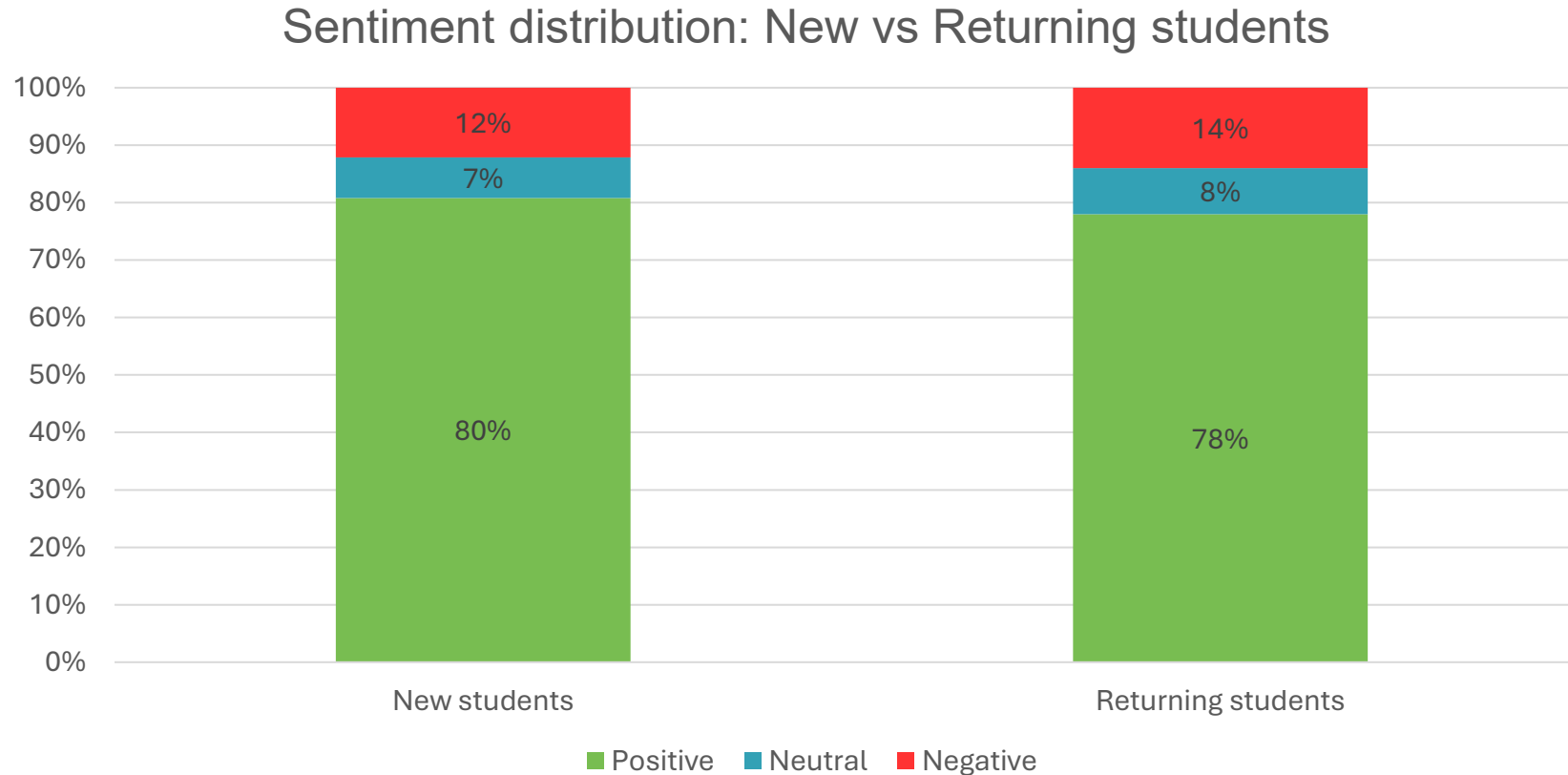
Student comment sentiment breakdown



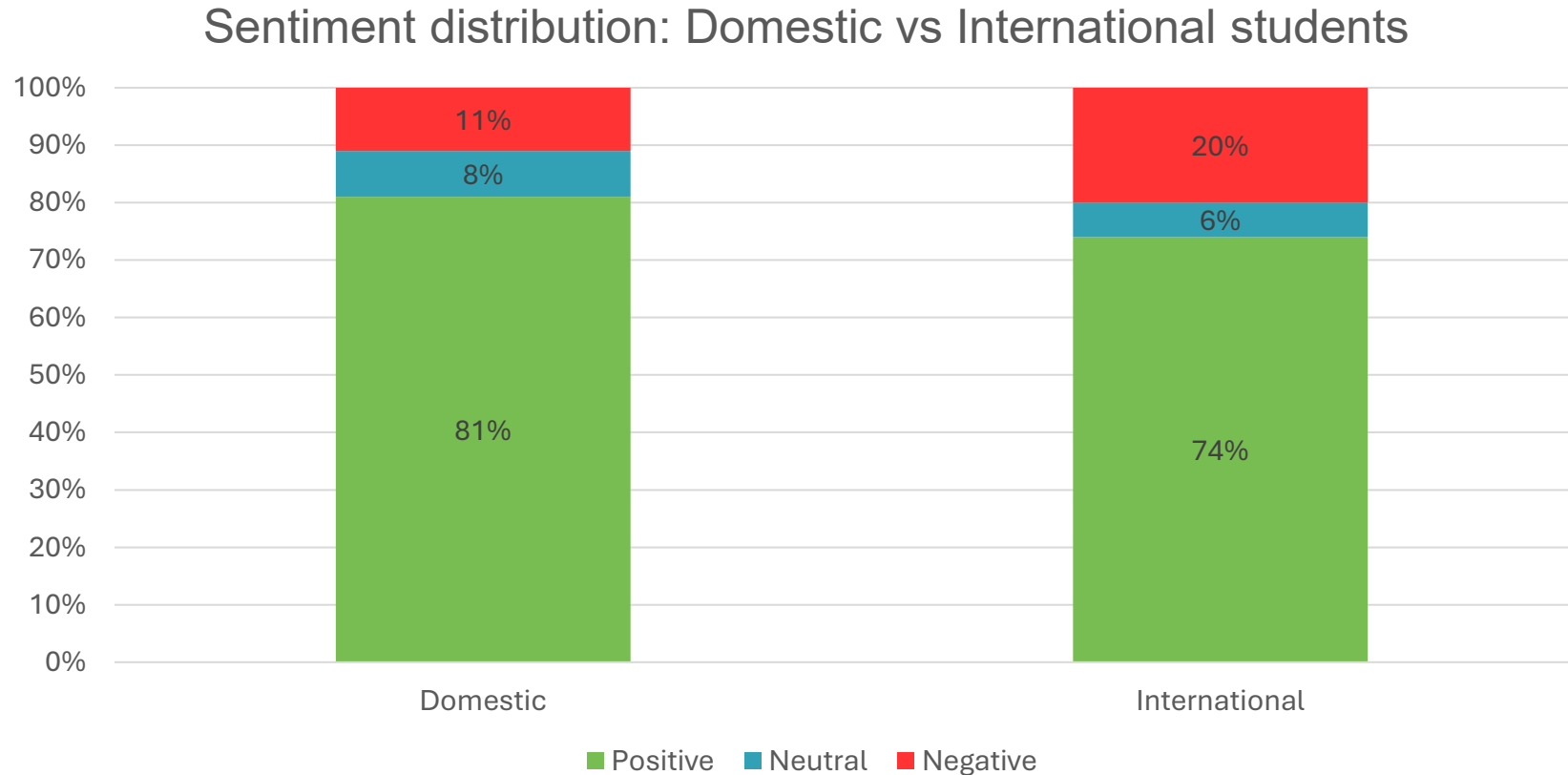
Sentiment aligns with NPS



Strong positive sentiment from both New and Returning Students



Domestic students show slightly stronger positive sentiment than international students.

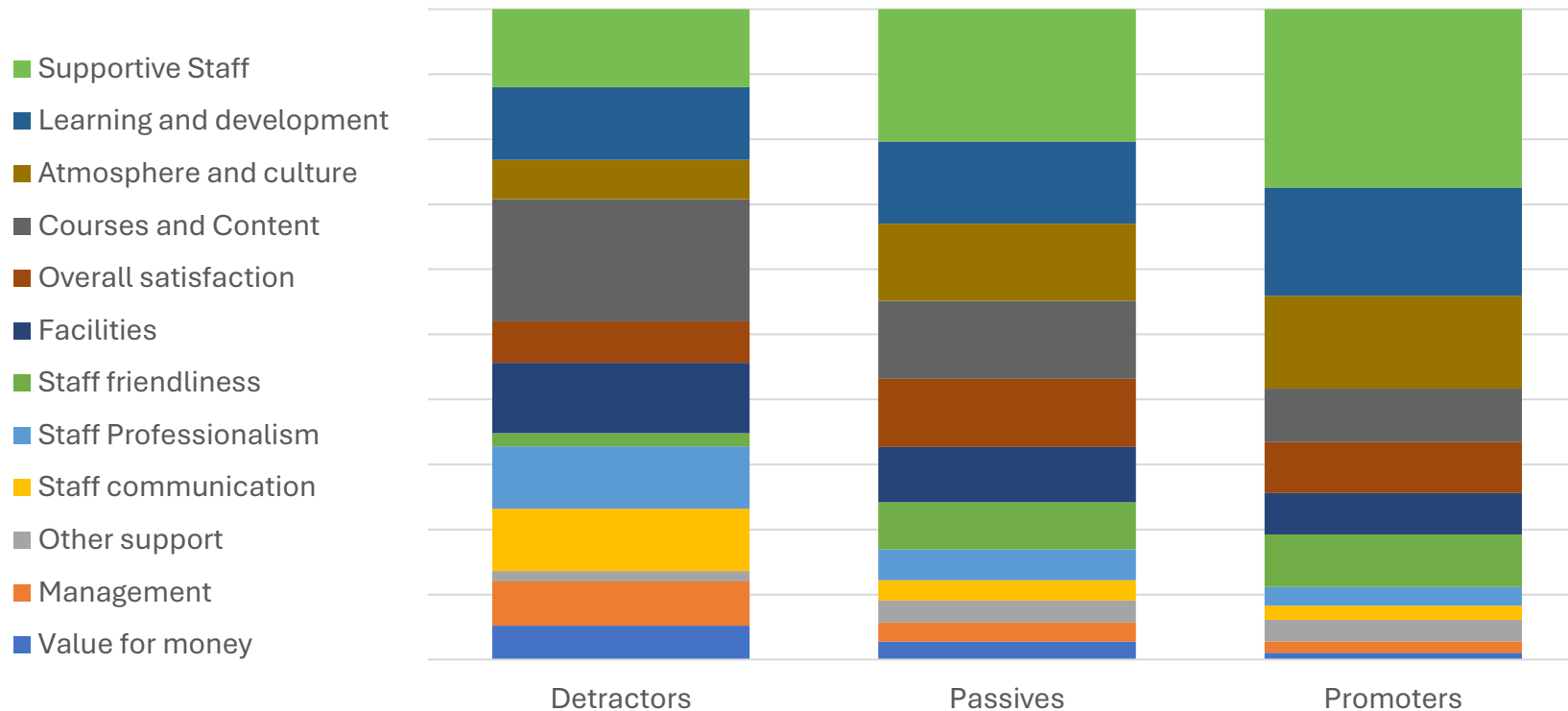


Key Themes behind NPS scores



Courses and content are common concerns for detractors, while supportive staff is the main highlight for promoters.

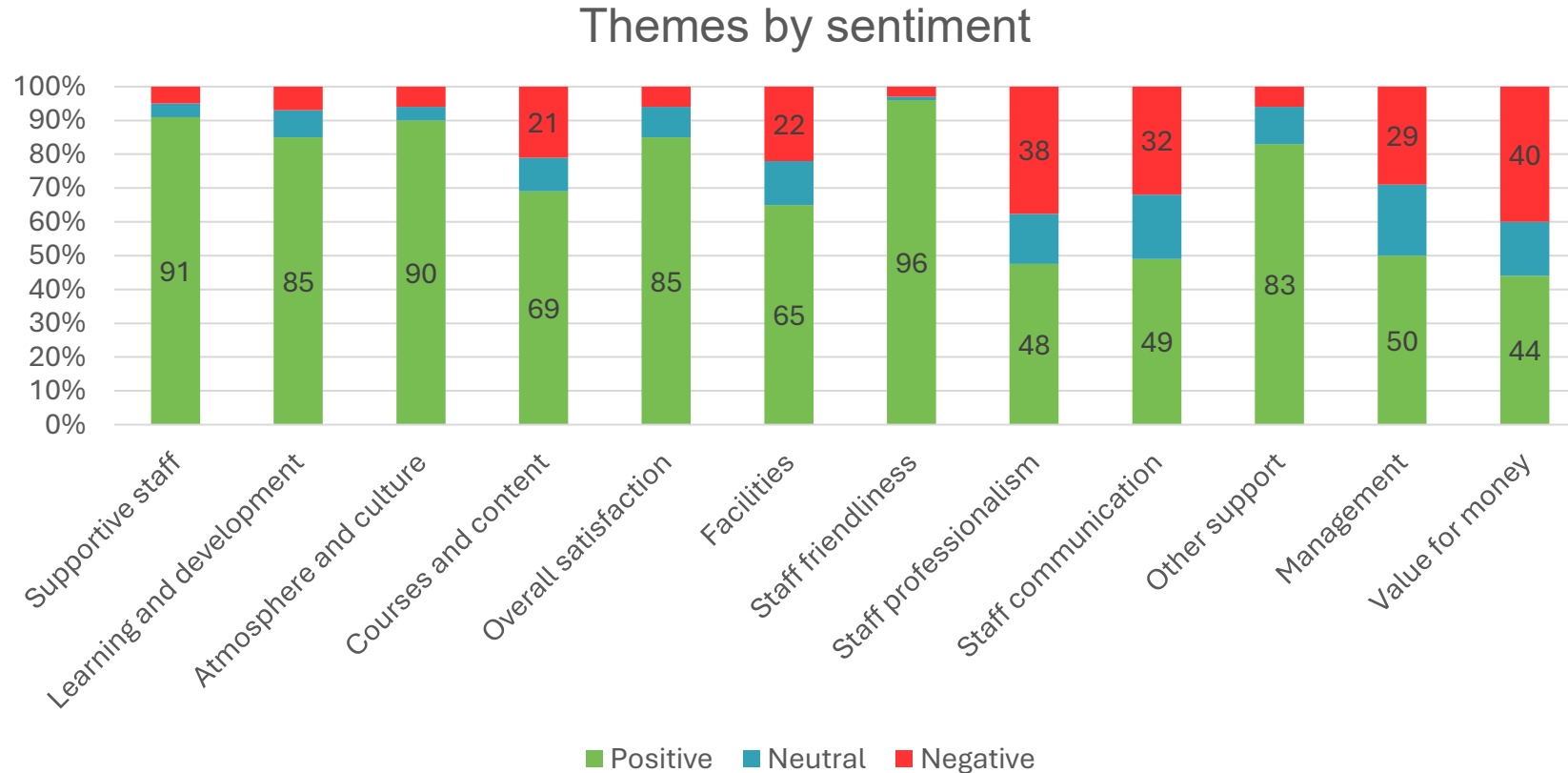
Student comment themes by NPS groups



Notes:

1. Shown above are themes with more than n=40 mentions overall
2. Most verbatim responses were coded into at least one theme
3. Verbatim may be coded to more than one theme

Over 90% of comments on staff friendliness, support, and atmosphere are positive, while value for money receives the highest share of negative feedback.



Notes:

1. Count of comments for each theme: 477 | 301 | 256 | 219 | 174 | 155 | 145 | 88 | 69 | 64 | 56 | 43

Themes of supportive staff, learning & development, and atmosphere & culture frequently occur together.

	Supportive staff	Learning & development	Atmosphere & culture	Courses & content	Overall satisfaction	Facilities	Staff friendliness	Staff professionalism	Staff communication	Other support	Management	Value for money
Supportive staff	477	98	109	68	0	62	83	26	29	7	12	11
Learning & development	98	301	75	60	1	31	29	17	19	19	10	6
Atmosphere & culture	109	75	256	29	1	26	47	7	9	19	11	6
Courses & content	68	60	29	219	0	36	13	17	17	8	15	7
Overall satisfaction	0	1	1	0	174	0	0	0	0	0	1	0
Facilities	62	31	26	36	0	155	11	11	5	8	8	8
Staff friendliness	83	29	47	13	0	11	145	5	4	1	3	2
Staff professionalism	26	17	7	17	0	11	5	88	7	4	10	3
Staff communication	29	19	9	17	0	5	4	7	69	4	9	2
Other support	7	19	19	8	0	8	1	4	4	64	7	4
Management	12	10	11	15	1	8	3	10	9	7	56	2
Value for money	11	6	6	7	0	8	2	3	2	4	2	43



Sample comments on “Supportive Staff” and “Learning & Development”

Student comments about **Supportive Staff**

Positive:

- *The reasoning for my score is because I find Unitec to be a really amazing and supportive institution. My lecturers and the staff have been really supportive and helpful everybody is welcoming and understanding. There are many places to seek help as well as get more opportunity's, the only reason I don't give full marks is there is always room for improvement.*
- *Amazing staff, helpful lecturers, excellent resources for students.*
- *It's a good community at Unitec. Tutors are always there for you and listening if you have concerns.*
- *I highly admire and value the teaching staff /academic staff A big Thank you to them for supporting me and others in getting things done properly*

Negative:

- *Because the professor I had during my thesis very hard to work with anyone wanting to graduate should be given a correct direction and supervision to finish the studies I had faces a lot of issues during the study and had to enroll for 6 more months which is tough for me and going through many hardships. I am working hard to finish it on my own anyway. This should change students helpful professors I cannot get any help from anyone shouldn't be like this. I don't recommend anyone to this college.*
- *Small classes and resources for neurodivergence, poor support from student help center, too varying quality of lecturers- some good and attentive, some unorganised and unhelpful*
- *Lack of clarity on the subject and syllabus and not proper support from teachers ...*

Student comments about **Learning & Development**

Positive:

- *The lecturers know your names, it easy to make friends, the culture is friendly, the learning style is creative, supportive and interesting.*
- *I think UNITEC is a well reputed polytechnic college. And the lectures doing there job well. Mostly, we can go with practicals with tallying the lectures. And I think graduating from a well reputed and with the perfect lecture series and practicals will make a perfect opportunity for our future.*
- *I've learnt so much from my course (screen arts) that I wouldn't be able to learn many, or any, other places in NZ. There's a good balance of academic and practical course work, and the funding and equipment we have access to is all incredible.*

Negative:

- *While not all professors are like this, many miss the point that we're here to learn. They often give irrelevant answers to our questions, just read off PowerPoint slides during lectures, and provide no real help with assignments, telling us to figure it out ourselves. And if we ask for clarification, they often belittle us for not knowing. I don't see any reason why I would recommend this school.*
- *Not happy with the teaching learning process for this semester.*
- *The absence of professional training or internship support in my professional course is very important once you finish your studies. Overall, the rest is fine in terms of academics.*



Sample comments on “Atmosphere & Culture” and “Courses & Content”

Student comments about Atmosphere & Culture

Positive:

- Love the culture here. People are friendly, kind and supportive.
- *I like how there is a such a great family vibe at Unitec. All the staff and students seem to care about each other and want to help each other out. I think anyone studying at Unitec will go on to do great things and make lifelong friendships!*
- *Community Engagement and Holistic Well being. Efforts to involve students, families, and wider communities in shaping learning environments. Services that recognize and nurture students’ mana, wairua, and te mauri.*
- *Unitec promotes a nurturing and caring environment for all students that come on board to study whatever career pathway they’ve chosen*

Negative:

- *Unitec feels so static.*
- *based off this years experience, several things have been quite unorganised making it harder for students to get used to workloads and routines. based off personal experience as well, sometimes the environment isn’t as supportive and it’s quite discouraging.*
- *There is an over preponderance of international students to domestic. This makes me feel like the odd one out of my class.*
- *Not friendly and high fee.*
- *I would have given more if international students were treated better. usually they come with different academic culture and require more activities before assignment to zeal with academic culture here.*

Student comments about Courses & Content

Positive:

- *Unitec gives a wide range of courses and gives very interactive way of studying. I would recommend to study practical courses here as it is very interactive and lots of placement time compared to other places.*
- *I think the course and content are great. It goes at a good pace and is enjoyable.*
- *The courses and content are great, and the lecturers are suitable for the architecture programs, but the whole site is changing as architecture is being moved around a lot. There are no real dedicated studio spaces in comparison to the other universities with the same programmes ...*
- *Very practical in terms of the content covered in class.*

Negative:

- *The course of Engineering Communication is unreasonable. There is no need for it to exist ...*
- *The presentational aspect of some courses was not particularly good. Neither was its content and structure. Course material outdated and course assignment questions not written very well. Lecturer not knowledgeable on subject and on line course information layout very difficult to work with. Staff issues leaked onto student portal, giving the students an outlook of entity and staff problems.*
- *Not all subjects are clear and relevant for the purpose of studying.*
- *Some subjects are delivered in a manner that will not be practically useful, as the connectivity parts are missing*

Sample comments on “Facilities” and “Staff Friendliness”

Student comments about **Facilities**

Positive:

- *The facilities at school are excellent. The education is thorough, engaging, and the faculty is supportive. The hands-on experience is invaluable. I highly recommend it to a friend.*
- *All my courses I've done at unite I have gone smooth and the teachers are very helpful and good at their job. The buildings itself are also very well maintained and have everything you need*
- *It's a good uni, I like the library set out and the food options, not super busy in the area*
- *the facilities is good and the teaches are very good. The only set back will be unable to take many courses that has to do with Power in Electrical engineering.*

Negative:

- *Facilities are not great, organisation is not well organised, comms are adequate at best, teaching facilities should be better... I could go on.*
- *as a international student, I pay the amount of tuition fee, but just normal quality of class or facilities.*
- *I think facilities wise Unitec is at much poor position (no any kind of sports or activities, they tried to provide badminton outside the campus, but that's limited time and no freedom).For studies there are no much of experimental areas labs other than old networking labs. Cannot do expensive research on iot or robotics with lac of high end equipment, even Those were available in government universities back in countries we came from.*
- *... unfortunately the facilities and technology is quite outdated ...*

Student comments about **Staff Friendliness**

Positive:

- *This university has done so much for me in the long run, i feel so blessed to be apart of something that supports each culture. Everyone is so nice and supportive and kind it makes me feel so happy to be part of this community*
- *Highly qualified and experienced staff. Friendly and available.*
- *The lectures are friendly and patient.*
- *Because the tutors are very kind and very helpful when you ask for help*
- *The course suited my desire to learn more about Apple computers. the lecturers were friendly and supportive all the way.*

Negative:

- *The tutors don't care if the student has understood the lecture or not.*

Sample comments on “Staff Professionalism” and “Staff Communication”

Student comments about Staff Professionalism

Positive:

- *Great people in all my classes and the teachers are doing good job at teaching*
- *As the programme is very exhaustive and all the professors are very knowledgeable and has interactive sessions*
- *The staff were very helpful when I was enrolling and everything is so professional*
- *The teachers are highly professional, the classmates are friendly, the campus environment is beautiful, and there's a strong focus on learning.*
- *... all the tutors are quite supportive and professional.*
- *Because I think the way Unitec teaches us is very efficient*

Negative:

- *experienced harassment and bullying but Unitec has little policies about that. Staffs can be very rude and unprofessional.*
- *Some of the lecturers need to chill out. Why is that woman so angry over everything. Spit be flying out of her mouth*
- *... but some of the lecturers just aren't up to standard*
- *... for example the lecturers language barrier and about of international students not wanting to participate...*
- *...I have a lecturer who does not teach much, she does not help with assignment questions we have, we spend too much time on a single presentation that we are behind, she does not explain enough, so when it comes to assessments the whole class does not understand ...*

Student comments about Staff Communication

Positive:

- *Good communication. Good tutors.*
- *It's fun to learn here. The lecturers are friendly and helpful and I can contact them via email at any time.*
- *Well found help from staff great always there for advice, that why*
- *Like that Unitec is smaller and get more time with tutors and have more connections with people.*
- *I have enjoyed the process and interactions so far.*
- *Easy to learn here and communicate with staff. The best learning environment*

Negative:

- *Issues with graduation and lack of contact meant that i only found out i needed to do another class barely two weeks before term started, this lead to massive stress.*
- *I received a payment reminder email with no explanation about what the fee was for. When I went to the student center to inquire, the staff member in charge was unavailable and I couldn't get a response. I then emailed the student center, but it took three emails and four business days to finally receive an answer. The inefficiency of some staff members at the school is unacceptably low.*
- *There's a lack of communication with specific lecturers which hold back the students that need to express their concerns.*

Sample comments on “Management” and “Value for Money”

Student comments about Management

Positive:

- *I like the structure of Unitec and the support available in campus.*
- *Applying was easy, the course we completed provided a lot of support. I was able to complete my learning assessments without disrupting my job.*
- *I scored the way I scored because Unitec is chill and you can come anytime you want, and you can wear what you want. Only reason I didn't give it a 10 is because the teachers /lectures can be too busy.*
- *The process, right from admission to now, has gone well. I am very grateful for the services offered by the student support team. Especially Learning Advisors, International Support Advisors and Student Advocate.*

Negative:

- *i have loved studying with unitec for the past 4 years there was only one time I was disappointed with unitec and that was during COVID-19 when I couldn't get the vaccine due to medical reasons and had to take a year off because I wasn't allowed on site. I felt discriminated against which didn't align with the values of social practice*
- *My experience in my own course has been that although part time study is offered, little is done to actually support part time students in terms of scheduling evening classes. I'm lucky that my full time employment isn't Monday-Friday and therefore I've been able to change my work roster every semester to attend classes.*
- *Because the management is not very good*
- *Bad management, some tutor even didn't change the content title ...*

Student comments about Value for money

Positive:

- *Only benefit I see is cheaper tuition fees.*
- *Good value for money, excellent Student support*
- *For me, Unitec is budget friendly while also providing one of the top quality of education in newzealand. I also love the community, here in unitec, I meet local people, international people all around the world, we help each other and treat each other like family. For that im giving Unitec solid 9/10, not 10/10 as nothing in this world is meant to be perfect.*
- *Affordable fees, decent facilities, good teachers and support*
- *good tuitions fees, nice time arrange*

Negative:

- *Course fee is too high*
- *Feel like its not worth for the fee that we pay and there are more institution with less pay and less stress*
- *because being an international student, it becomes really tough to balance the expenses at the university and work load. Also some of the commodities needs to be provided at much cheaper rate.*
- *Some classes can be online and food is very expensive like Subway, I believe if there is subway on the campus, there should be student discount also*

Improvement suggestions



Key areas for improvement

Student Activities
Workload Pressure
Opening Hours
Affordability
Campus Facilities
Digital Services
Student Support
Parking Access
Cleanliness
Course Quality
Food Services
Teaching Quality
Staff Communication
Management
Campus Atmosphere

Over a quarter of the comments were about “Campus Facilities”.

Students frequently asked for *more gym and sports spaces, upgraded libraries and classrooms, quieter study areas, clearer signage, better maintenance of equipment and lifts, access to student accommodation, additional shuttles, shaded seating, covered walkways, and generally more modern and functional spaces.*

Sample comments on **Campus Facilities**

Mt Albert Campus	Waitākere Campus
<p><i>Sport facilities, including gyms and courts.</i></p> <p><i>layout for the building 180. to put the kitchen area separated from the library. now, it is kinda crowded and noisy for people need silence in library. and the smell in the lib is not that fresh because of the heating area.</i></p> <p><i>Sometime it hard to find the toilet.</i></p> <p><i>Would like to see more sitting areas in the library as it's hard to find a spot to study, especially during busy times.</i></p> <p><i>Availability of books.</i></p> <p><i>I would only increase accommodation options for students who don't live near to campus eg. uni halls.</i></p> <p><i>The printers are not available sometimes.</i></p> <p><i>More shaded seatings for change of weather and More bathrooms.</i></p> <p><i>The Mt Albert campus should have a medical centre of some sort.</i></p> <p><i>Better signs on campus direction to buildings.</i></p> <p><i>Better attendance machines that work every time.</i></p> <p><i>Textbook is very hard to find. If Unitec can provide us the source of all the textbook the lecturer asked to read. It will be better.</i></p> <p><i>More space for architecture students. Need bigger pin up and foie space.</i></p> <p><i>Some of the classrooms are a bit dated and need a refurb.</i></p>	<p><i>The bathrooms could do with an upgrade. The parking should have security and the car park elevator needs fixing.</i></p> <p><i>Waitākere campus library needs an upgrade, more on site staff.</i></p> <p><i>Need more bigger class room due to many students.</i></p> <p><i>Some rooms gets very hot. Fans are working hard but it can be noisy and interrupt the lecture.</i></p> <p><i>Classroom sizes. Big cohorts in tiny classrooms isn't ideal. I feel like Y2 Med/Surg lectures should be held in the basement.</i></p> <p><i>would like the elevator in the carpark to be fixed. There are many times other students and myself feel unsafe while walking up the stairs because there are groups of people who seem to be smoking up or are intoxicated sitting in the stairwell.</i></p> <p><i>I think ovens in the kitchen need upgrade.</i></p> <p><i>the car park is soo bad i am sometimes scared to go there alone and the lifts do not work.</i></p> <p><i>The shuttle. The shuttles used to travel between the two campuses are always packed, and if there isn't a seat available the next one is 30 minutes later. Which can be a bother for students as it can set them back as well; although public transport is available, it is costly where the shuttle is free. Also, one time a driver was absent and that set back the schedule by an hour.</i></p>



Almost one in five comments called for improvements in “Course Quality”.

Students called for the need for *improved planning, fair assessment, flexible and online options, clearer timetables, relevant and updated content, stronger industry links, more practical components, appropriate course durations, and greater choice and flexibility in attendance.*

Sample comments on **Course Quality**

I suggest the course content should at least review once pre-year to make sure they are up-to-date, re-edit them to match what is needed for the class.

The process for selecting elective subjects should be fair.

A lot of classes I have to wait for like 3 hours in between.

The amount of time given for online assessments. The expectation to answer 15 Questions in 15 minutes is not sufficient for everyone.

Maybe see if some courses could be in the evening for mature students working.

few units offer online class if other units at times could also offer blended mode.

More industry connections and practical experience opportunities in the coursework would be beneficial. This could include more guest lectures from industry professionals, site visits, or project-based learning.

Clearer expectations of what is expected at assessments.

course instructions to be laid out clearer for distance students too.

I think just make some of the course more accessible to more people, offering more part time courses for subjects that don't offer them so that working mothers and fathers can work towards their dream careers while still being present parents.

Advance access to online materials so we can study ahead or prepare ahead before class.

If I could improve one thing about Unitec, it would be the support for part-time and full-time job placements. Having more structured assistance, career fairs, or connections with local industries would help international and local students gain valuable work experience alongside their studies and transition smoothly into their professional careers after graduation.

The third most frequent improvement suggestion related to “Parking Access”.

Many students requested *more parking spaces, lower or free parking fees, and more flexible payment options, such as monthly passes instead of daily rates.*

Sample comments on **Parking Access**

Parking. The parking is quite limited and the spaces in some places are very small. Gravel carparks in particular other cars will block your car in.

Parking, most of us living on student allowance and I have to travel 40km each ways to come to Unitec. Charging for parking and mostly broken plus filthy elevator is the only downside.

Free parking.

More parking space.

Standardisation of parking fees across campuses (\$3 parking at Waitakere as well).

Parking fee: Please offer a subscription fee of weekly or monthly, similar to this one, which is 10 dollars a week or 30 dollars a month.

I would improve affordable parking area with cheaper price or free option for some people who have financial issues.

Make parking free! \$21 a week is a lot to a student. Maybe include parking in student fees?

Car park, Unitec should reduce for the fine because sometimes like me I forget to pay and I got fine for 65\$ so it's too much, I can't afford it. Maybe school should reduce for the fine to 20\$ it's way better.

“Teaching Quality” was another commonly cited area for improvement.

Some students requested *more interactive teaching methods, respectful and equitable treatment from lecturers, and greater enthusiasm and motivation in teaching*. They also called for *more support, a less intimidating learning environment, better coordination among lecturers to avoid overlapping assessments, and timely return of marks*.

Sample comments on **Teaching Quality**

The marking timeframes of assessments is unreasonably longer than a reasonable 10 working days.

Subject coordination is must. example. arrange the exam in such a way that student will not get two exam in the same day.

For lecturers to be more informative over class cancellations / changes to classes.

Better quality lectures and lecturers. Better online course content to allow in-depth study without even really needing a lecture. This way the lecture just reinforces. More worked examples for complex problems/questions so we can become competent with all examinable problem types.

Some teacher don't treat equally.

Review assignments with multiple lecturers before you give them out because some assignment criteria makes zero sense or doesn't match the rubric.

I'd reckon just more presentations when possible ...

Some lectures aren't that all engaging if the lecturers could change more of the talking and reading off the screen to pictures or cad models it would help.

The style of teaching being centred on a lecturer, a script and a set of expected outcomes is often very boring, conflicts with students' interests and stifles actual learning in practice. I would change this to a style of teaching being centred on the student, what they want to explore and how their found knowledge and experience is able to be translated into a career; past-lecturers and field-relevant professionals should be reasonably available to assist students in their projects and learning as necessary, and employers should be invited to crowdsource students.

Ensure that teachers have understandable accent by having a place to learn how to speak in a westernized accent.

Rather than scaring regarding references and citations, please promote students to be confident.

The teachers and their ability to teach. It seems they are highly experienced but lack the ability to teach their understandings.

Creating a supportive environment, and having lecturers who actually support you without making you feel uncomfortable or less.

Lecturers that make the class interactive.

Some lecturers do seem to struggle getting their lessons across. But that might be due to a language barrier.



The need for more “Student Activities” was frequently mentioned in the feedback.

Students commonly asked for more activities like *sports, clubs, social gatherings, and food events to help them connect, de-stress, experience a livelier environment, and get to know people from diverse cultural backgrounds.*

Sample comments on **Student Activities**

More sport activities.

More events for students to engage. Such as sports teams or activities.

Introducing more clubs /activities for more people to join in on ?

Events, entertainment, clubs rooms, (fully funded ofc) esports centers to practise and compete against other unis.

I think their should be sports teams.

More playful activities such as pianos in each campus, which they have to be TUNED!

Social events, Student clubs, Sports, Social gatherings.

Have some more explore unitec activities during orientation.

Increase the number of events or connections of students with different background..

More opportunities for cross-cohort collaboration to build a real sense of community.

To include more clubs and committees information and encourage participation in them. Since these are a great way to understand corporate culture, it would benefit a lot of students if they do get involved in them. Also takes off stress and connect to people with same interests.

Waitakere Campus is like a blank canvas in some aspects, would love to see more community collaboration activations in the foyer, a student run café pop ups in the shared kitchen space, movie nights in the foyer, fundraisers, student cultural nights, fairs, pop up expos etc.

More māori focused and driven kaupapa held on campus for those learners and those who want to experience.

more advertisement for events (i.e. the social nights, food drops, etc.)

Should add more festival events for students. Cultural gathering, dance etc.

Improvement suggestions in other areas

Students also made suggestions for improvement in other areas, such as:

- **Management**, including *recognition of Unitec certifications by other universities, full-study visa support, more diverse programmes, stronger industry partnerships, more internships and scholarships, part-time job opportunities, better reputation for degree recognition, improved coordination between campuses, more organised application and enrolment processes, reduced failure rates, smaller class sizes, opening classrooms earlier so students don't have to wait outside until the lecturer arrives, and stricter exam rules to prevent AI use.*
- **Digital Services**, including *replacing Moodle with a more user-friendly platform or standardising its setup across all classes, improving access to online library resources and allowing more book chapters to be downloaded, resolving issues with the attendance and seating apps, enhancing the student portal, using Echo360 to record all classes, increasing OneDrive storage, updating software used in various courses, improving online book reservation systems, offering software training for both lecturers and students, providing live shuttle updates, and creating an online forum (e.g. Google Classroom) for each paper.*
- **Food Services**, including *more food variety, lower prices, additional canteens with extended hours, more vegetarian and halal options, access to kitchen utensils, free coffee, and increased availability of vending machines.*
- **Student Support**, including *increasing the number of student and learning advisors, providing more mental health and stress management support, establishing dedicated support systems within faculties, raising awareness of existing services, hiring more international student advisors, expanding academic tutoring and mentoring, and offering more online support options.*
- They also asked for *lower **tuition fees**, improved **communication from staff**, **cleaner** kitchen and toilet facilities, extended **opening hours** (especially for libraries and eateries), reduced **workloads** (particularly for first-year students), and a greener, more vibrant **campus atmosphere**.*

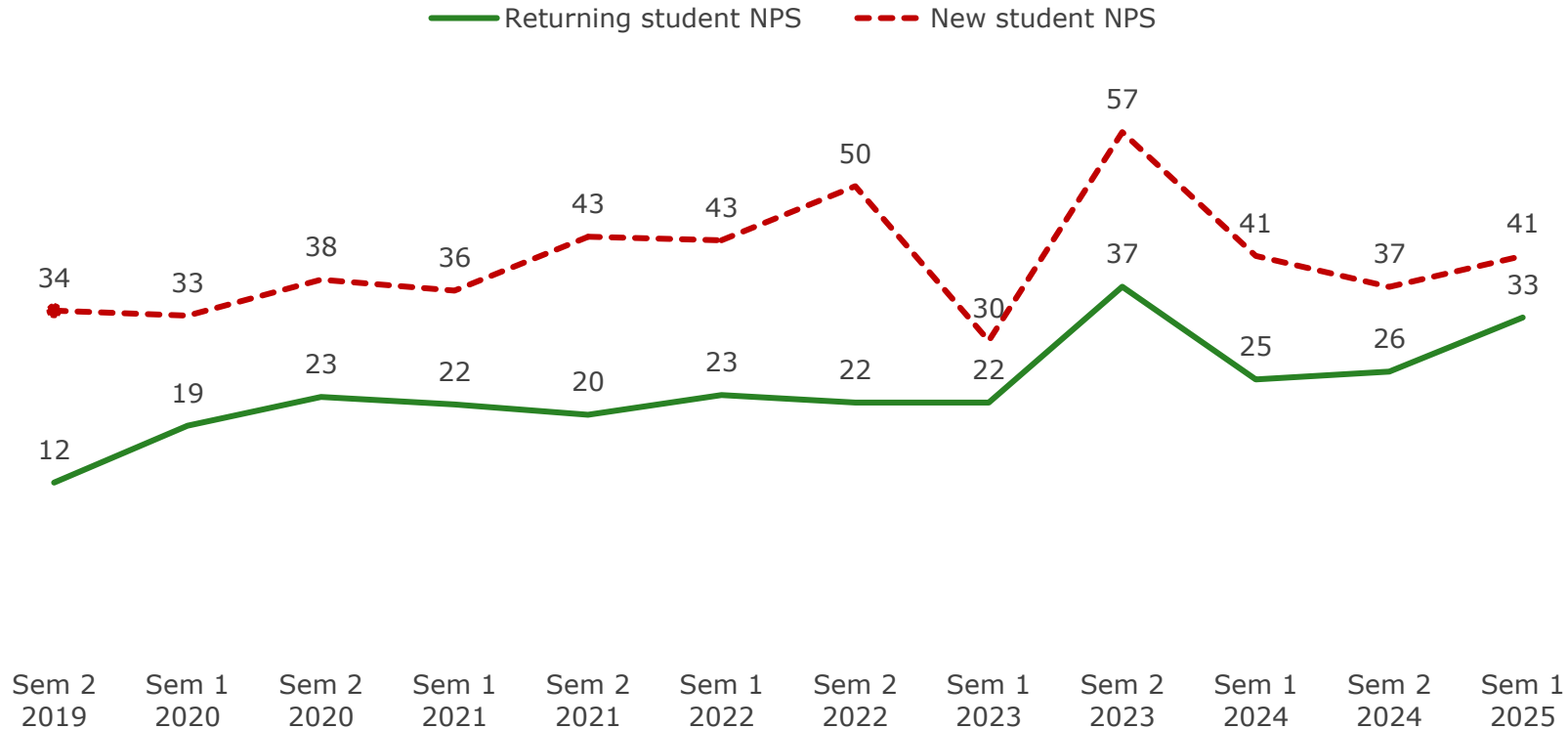
New students



NPS scores up for both new and returning students since Semester 2, 2024

ALL STUDENTS

NPS for new and returning students



Notes:

1. Returning students sample size, n = 986 | 1246 | 1306 | 1080 | 1281 | 1098 | 734 | 666 | 1359 | 979 | 755 | 1095
2. New students sample size, n = 602 | 782 | 509 | 1025 | 352 | 773 | 284 | 590 | 623 | 643 | 381 | 654



New students feel well-supported, welcomed, and are enjoying their time.

NEW STUDENTS

Positive comments

In my course, it's great it's a good way to get to know people especially in the same aspect of learning you want to do eg : personal training (sports and rec) you get to know people who wanna do the same things as you and that's a really good start to connect with people.

I scored a 10 because through my short experience of studying at unitec I have felt nothing but support. I feel so much achievement with studying at unitec. My options for tertiary study were minimal and my friend recommended I come to unitec. I'm forever grateful for the opportunities unitec has opened up for me.

Friendly staff and many area in Unitec are good for self study

Good atmosphere, supportive and nice staff and lecturers

Because I find that the services an staff are very caring and helpful

I enjoy how hands on the learning is, I struggle with the reading and writing part of things so its great to have assignments where it combines that with a more creative approach.

Everyone was supportive and helpful. Resources were good and felt we were provided with everything we needed for our studies

Seems like a very welcoming school. Also heaps of focus on helping students succeed.

In my course (NZCAC) my lecturers are incredibly supportive, in terms of learning, helping with assessments, or just talking to. Access4Success is an amazing disability support service, they have given me amazing things to help support my learning, such as Glean which is such a cool software. The learning advisors have been great, offering heaps of things for us to use for class and assessments.

Because it's a comfortable place to learn, everything is clear, and teachers are very professional.

Unitec is a fun but informative place to study. It is enjoyable and diverse and is a great way to make new friends while also studying

because the support the I have received so far has allowed me to continue my journey, the Pacifica support has given me confidence and I want others to experience what I am

because i find that the environment is a very friendly community where there's a lot of support places to look to if you need more help on work or if you're struggling in general.

Because it was straight forward and easy to enrol and clear instructions to follow.

I've really loved the intimate way of teaching at Unitec and I really do think it has helped me thrive as a student. I've been able to have in class mentoring with our peer support as well as help from my tutor ...

New students raised a few concerns regarding teaching methods, communication with lecturers, and other areas.

NEW STUDENTS

Negative comments

Still required few updates required teaching style. They should provide more workshops related to course which can help students in future.

They did not provide the slideshows in an open book test I may have missed half the information. I was not told reader writers were available til mid course when it was too late to organize one.

The application faze was a disaster, I got accepted early for some reason and then couldn't complete has the application so had to do everything via email which was a nightmare as files where lost continuously.

Structure and course doesn't seem organized and misleading on what tools needed for day 1 better communication and possibly reassessment of the when and how for starting. Course has a lot of spear time in class

I feel like as this is my first year studying I do feel like sometimes there are times where lectures get mixed up and could be more clear on when these lectures are if there is a change of room also making sure everyone is fully aware pre in advance

It has been disorganised at times. Too much unnecessary information on Moodle makes it hard to study.

... The lecturers are sometimes slow at replying to messages which can be hard given the inability to communicate in other ways e.g. in person. That may be course dependent, but with distance learning it is very important to have that clear communication.

I gave a 6 because while I appreciate the opportunities and learning environment at Unitec, I feel there are still areas where things could improve — for example, better communication, more hands-on industry exposure, or smoother administrative processes. Overall, I believe Unitec has strong potential and offers a good platform, but a few improvements would make the experience even more valuable.

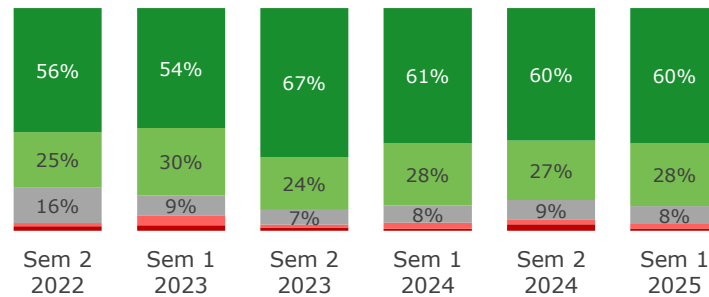
I haven't been at Unitec that long myself but I find overlapping assignments difficult to keep on top of, and while lecturers tell me don't hesitate to contact, they don't always bother replying.

I believe that there can be some improvement as it feels hard to connect to professors.

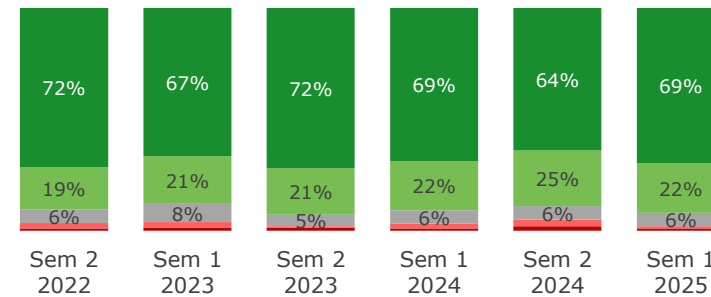
Positive feedback from new students reflects well on core aspects of Unitec.

NEW STUDENTS

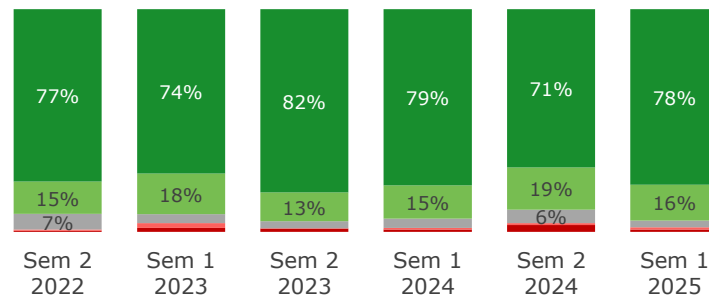
I am forming friendships with people I have met in class



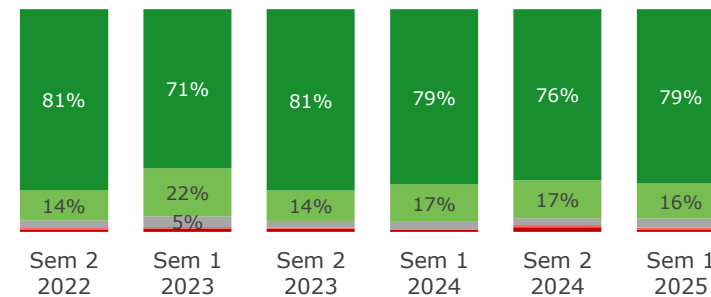
There is someone in my programme or department I can talk to if I have a question or need help



Unitec is a place where everyone belongs, regardless of their background or other aspects of their identity



I have a clear goal or purpose for studying at Unitec



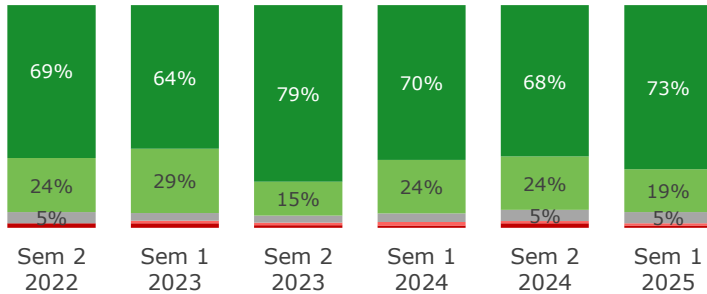
Notes:

1. Question text: Please tell us how much you agree or disagree with each of the following statements.
2. Sample size, n = 199 | 405 | 484 | 564 | 329 | 552

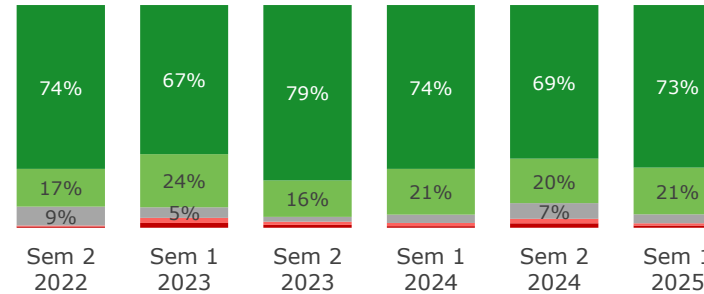
Metrics continued..

NEW STUDENTS

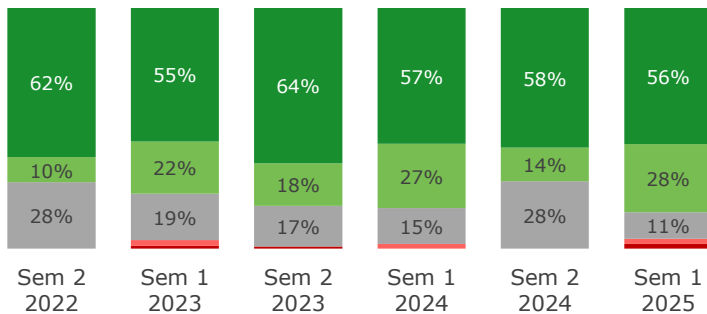
I believe I can be successful in my studies at Unitec



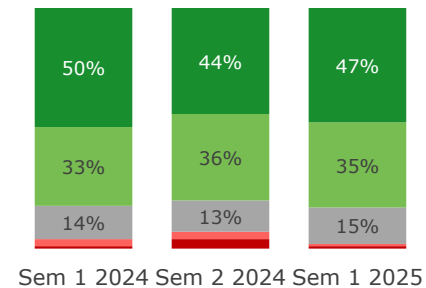
I feel welcomed to Unitec



The orientation activities were culturally familiar to Māori and Pacific students



I received advice from other ākonga (students) that was valuable



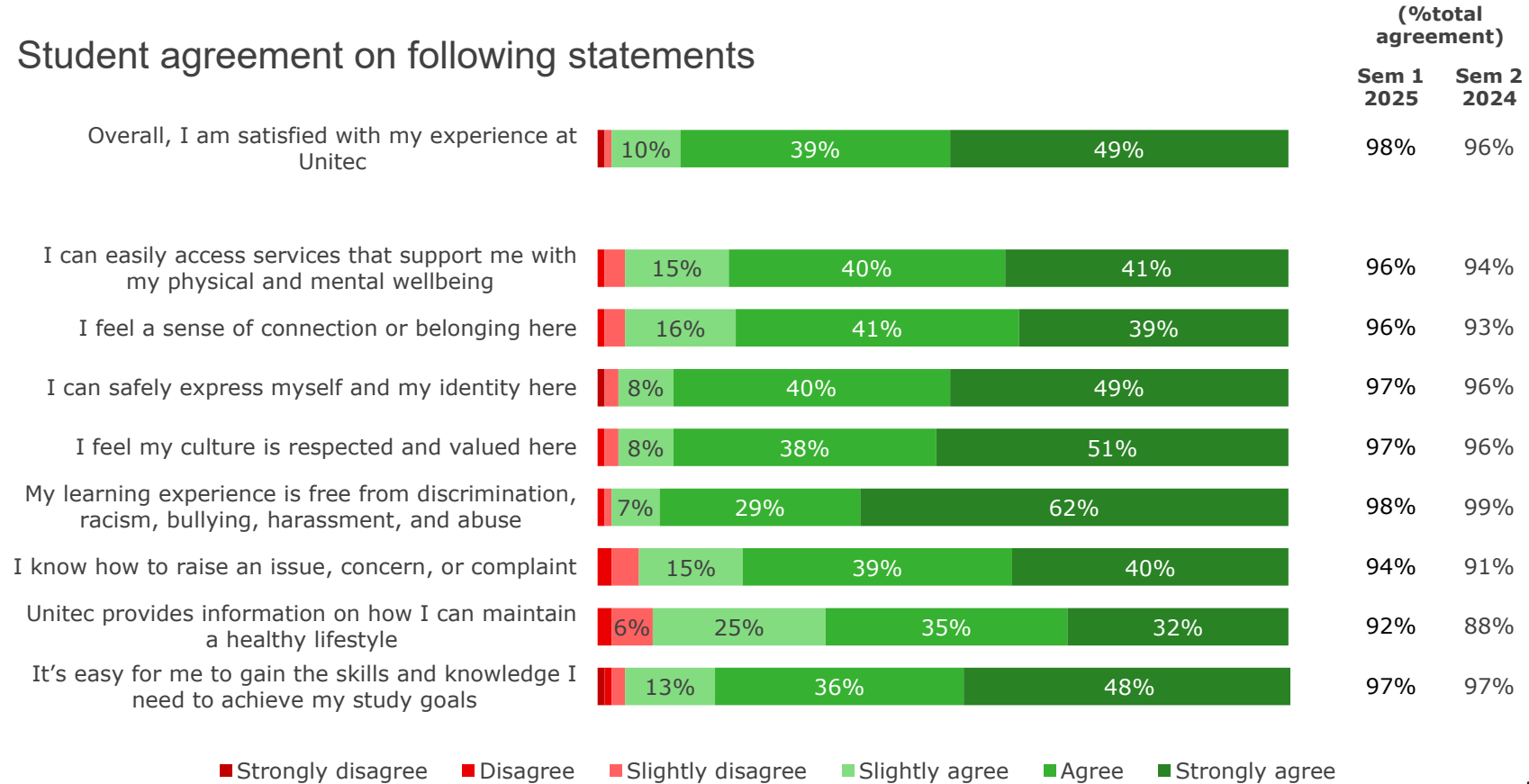
Notes:

1. Question text: Please tell us how much you agree or disagree with each of the following statements.
2. Sample size, n = 199 | 405 | 486 | 564 | 329 | 556
3. Māori/Pacific sample size, n = 29 | 83 | 107 | 120 | 36 | 127

Strong and growing student support for following statements among new students

NEW STUDENTS

Student agreement on following statements



Notes:
 1. Data labels <=5% are hidden for clarity
 2. Sample size, n = 557 | 314



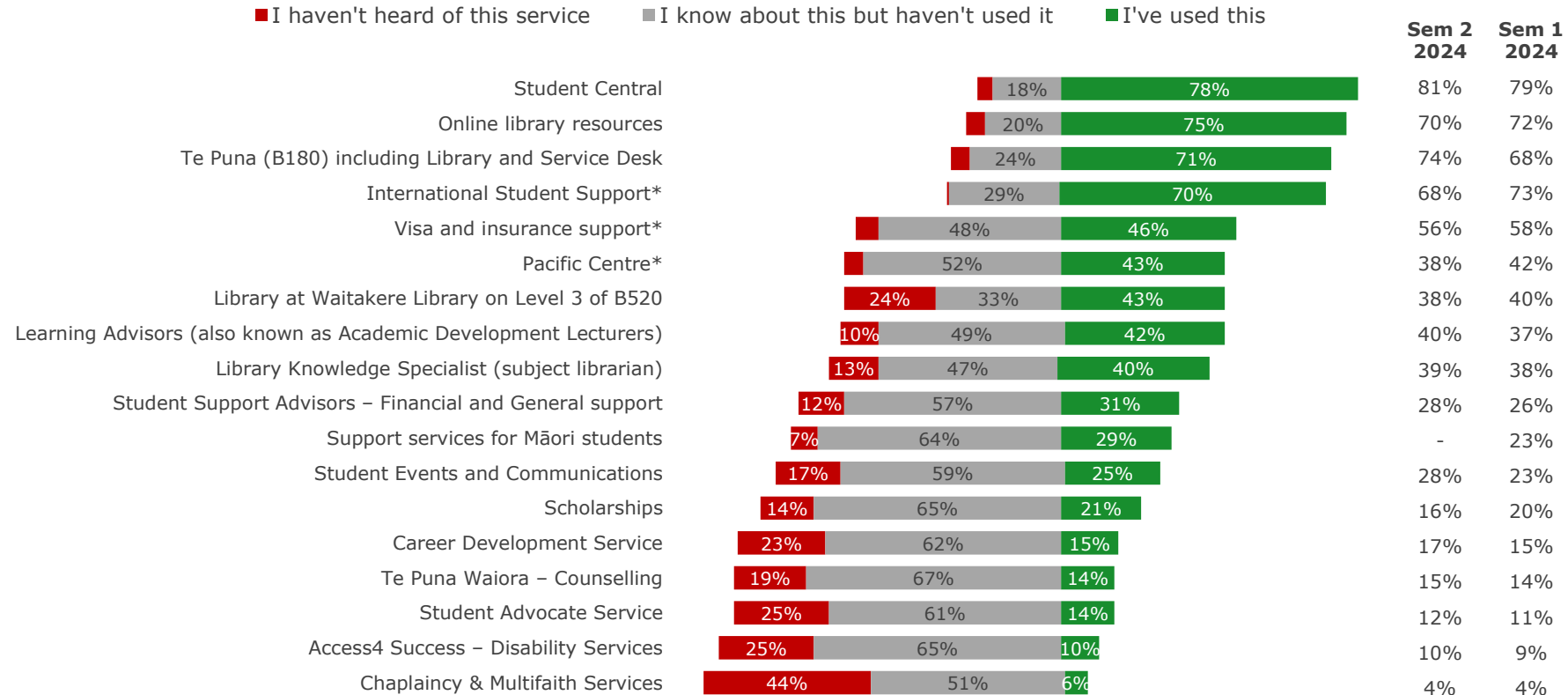
Student services



Student Central and online library resources are the most used services.

Awareness and usage of support services

RETURNING STUDENTS



Notes:

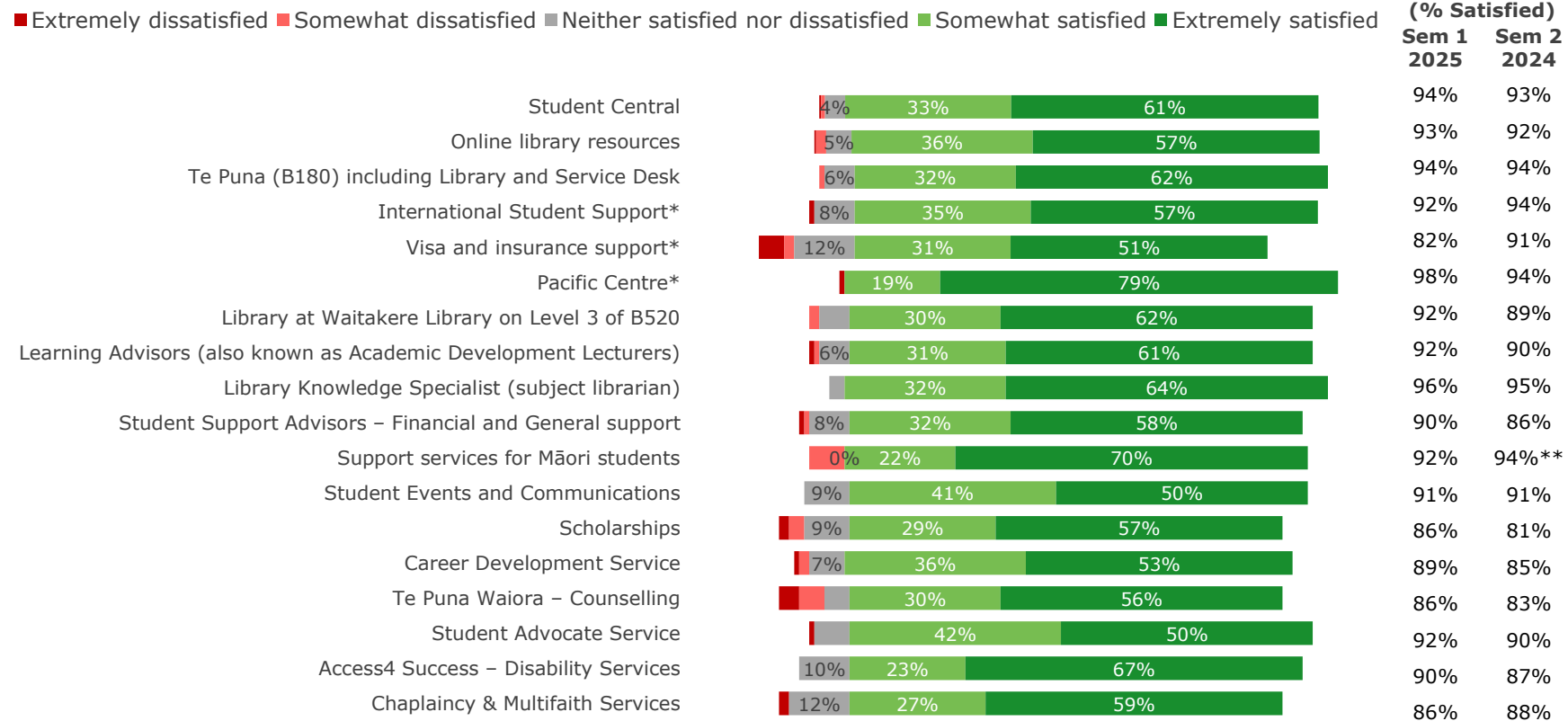
1. Question text: Unitec has a range of services available to students, and we'd like to know which of these you know about or have used?
2. Sample size, n = 900 | 897 | 894 | 209 | 208 | 168 | 889 | 895 | 898 | 895 | 94 | 888 | 895 | 892 | 892 | 889 | 891 | 887
3. * only asked of students in the relevant priority group
4. There was no data available on the awareness and usage of "Support services for Māori students" semester 2, 2024 due to an error in the survey logic.



Overall user satisfaction remains high, but visa and insurance support satisfaction declines.

Satisfaction with support services

RETURNING STUDENTS



Notes:

1. Question text: Please tell us how satisfied are you with each of the services that you have used?
2. Sample size, n = 698 | 667 | 626 | 143 | 95 | 72 | 377 | 370 | 353 | 275 | 27 | 219 | 187 | 134 | 125 | 124 | 88 | 49
3. * only asked of students in the relevant priority group
4. ** Due to an error in the survey logic, no data was collected for satisfaction with 'Support services for Māori students' in Semester 2, 2024. The figure shown is from Semester 1, 2024..



Ngā mihi

Questions or Feedback?

If you have any questions, feel free to reach out to:

- **Annette Pitovao** – Director, Student Success
- **Duncan Kirkman** – Brand and Digital Marketing Manager
- **Mehdi Rahimi** – Business Insight Specialist

